



世紀城市國際控股有限公司  
**Century City**  
International Holdings Limited

(Incorporated in Bermuda with limited liability)  
(Stock Code : 355)



**2023**  
SUSTAINABILITY  
REPORT



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# About This Report

## Reporting Standard

This report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”).

## Reporting Principles

The Group has adhered to the four fundamental reporting principles outlined in the ESG Reporting Guide in the preparation of the report. These principles facilitate effective communication and informed decision making. The details are as follows:

- ❖ **Materiality:** Stakeholder engagement and materiality assessment was conducted to identify material environmental, social and governance (“ESG”) topics in our business operations. 21 material ESG topics were identified, which form the focus of this report.
- ❖ **Quantitative:** In order to assess the performance of different environmental and social responsibility initiatives, data about environmental and social responsibility was identified, collected and monitored.
- ❖ **Balance:** This report would disclose both achievements and improvement plans in order to present an unbiased view on ESG performance.
- ❖ **Consistency:** Consistent reporting methodologies are adopted to present an effective year-on-year performance comparison. Any changes in the methodologies and reporting scope are explained in remarks for stakeholders’ reference.

## Reporting Scope and Boundary

This is the eighth annual standalone Sustainability Report of Century City International Holdings Limited (“Century City” or the “Company”, and together with its subsidiaries, the “Group” or the “Century City Group”). This report details the sustainability performance of ESG topics that are material to the Group’s owned and managed properties and hotels in Hong Kong and includes the initiative highlights for the Group’s business in Mainland China.

## Reporting Period

Unless otherwise stated, this report presents the highlights of our progress and performance on material ESG topics for the period from 1 January 2023 to 31 December 2023.

## Accessibility of the Report and Feedback

An electronic copy of this report can be accessed on Century City's website [www.centurycity.com.hk](http://www.centurycity.com.hk). Should you have any enquiries about the report or opinions regarding Century City's ESG performance, please feel free to contact us via [info@centurycity.com.hk](mailto:info@centurycity.com.hk).

## Board Approval

This report was reviewed and approved by the Board of Directors of the Company (the "Board") on 26 April 2024.



# About Century City

## Our Businesses

Century City is the ultimate holding company of a listed conglomerate comprising a total of five listed entities in Hong Kong. Century City presently holds a controlling shareholding interest in Paliburg Holdings Limited (“Paliburg”), the principal subsidiary of Century City, and the core businesses of the Group are conducted through various subsidiaries of Paliburg. Paliburg, holds a controlling shareholding interest in Regal Hotels International Holdings Limited (“Regal”) which, in turn, holds a controlling interest in the issued units of Regal Real Estate Investment Trust (“Regal REIT”). Paliburg also owns, indirectly through P&R Holdings Limited (“P&R”), a 50:50 joint venture between Paliburg and Regal, a controlling shareholding interest in Cosmopolitan International Holdings Limited (“Cosmopolitan”). Apart from Century City, all of Paliburg, Regal, Regal REIT and Cosmopolitan are also listed on the Main Board of the Stock Exchange in Hong Kong.

Based in Hong Kong, the Group’s major investments and business activities mainly consist of property development and investment, construction and building related businesses, hotel ownership, operation and management, and other businesses.

The Group’s property development and investment businesses are mainly focused in Hong Kong and Mainland China. The Hong Kong projects are primarily undertaken by P&R. Regal itself also owns certain property projects in Hong Kong and overseas. In the meanwhile, Cosmopolitan mainly conducts property development in Mainland China.

The Group owns a portfolio of twelve hotels operating in Hong Kong, of which nine hotels are owned by Regal REIT. Apart from those nine hotels, the newly completed Regala Skycity Hotel is wholly-owned and self-operated by Regal, while the iclub Mong Kok Hotel and the iclub AMTD Sheung Wan Hotel are wholly-owned and 50% owned by P&R, respectively. All of the Group’s hotels are managed by Regal.

## Our Presence

The Group's property and hotel projects are summarised below, the details of which are set out in Century City's Annual Report for 2023 (the "2023 Annual Report").

### Property Development and Investment Business Property Development and Investment in Hong Kong

Completed Projects	Use
Mount Regalia, Kau To, Sha Tin	Residential
Domus and Casa Regalia, Yuen Long	Residential
The Ascent, Sham Shui Po	Residential/Commercial
Regalia Bay, Stanley	Residential
We Go MALL, Ma On Shan, Sha Tin	Shopping mall
The Queens, No.160 Queen's Road West	Residential/Commercial

Projects under development	Use
Nos.9-19 Kam Wa Street, Shau Kei Wan	Residential/Commercial
Nos.291-293 and 301-303 Castle Peak Road, Cheung Sha Wan	Residential/Commercial
Nos.227-227C Hai Tan Street, Sham Shui Po	Residential/Commercial

### Property Development and Investment in Mainland China

Projects being completed in phases	Use
Regal Cosmopolitan City in Chengdu	Composite development
Regal Renaissance in Tianjin	Composite development

## Hotel Business

Over the years, Regal has built an extensive presence in Hong Kong and Mainland China. Regal is operating and/or managing twelve hotels under the Regal, Regala and iclub by Regal brands in Hong Kong, nine of which are owned by Regal REIT.

In Mainland China, Regal is presently managing four operating hotels. Regal Xindu Hotel, a component part within the Regal Cosmopolitan City being developed by Cosmopolitan, will also be managed by Regal upon its completion.

As for overseas, Regal owns the Campus La Mola, located in Barcelona, Spain, which was leased to an independent third party for operation. Furthermore, Regal acquired in 2019 a freehold existing property located at a prime location in London planned for conversion into a hotel. The rehabilitation plan is to conserve in whole the building's historical heritage.



## Regal Hotels in Hong Kong and Mainland China





# Our ESG Approach

## Board Statement on ESG Matters

The Board is responsible for the oversight of ESG matters of the Group's operations. The Board has responsibilities in guiding the development of Century City's ESG values, approaches, strategies and policies, in addition to reviewing the identification, evaluation and management of ESG-related issues (including ESG risks). The Board is also responsible for reviewing and monitoring the progress made against ESG-related goals and targets. The preparation of the Sustainability Report is delegated to the executive committee for balanced disclosure of ESG performance and compliance with all applicable Listing Rules.

Under the guidance of the Board, the Group identifies, assesses and prioritises the ESG matters and their importance to Century City and its stakeholders through engagement with internal and external stakeholders. ESG initiatives and measures are developed and implemented in accordance with the assessed materiality of various ESG matters and reported in the Sustainability Report. Please refer to "Stakeholder Engagement" section of this report for details of the stakeholder engagement process and the results of the materiality analysis.

## Our ESG Strategy

Upholding the core values of sustainability, Century City is devoted to integrating sustainable considerations into our daily operations whenever possible.

### Our Sustainability Core Values and Commitments:

- To build an outstanding, environmentally friendly and sustainable community
- To construct superior living space and warm and comfortable homes for our customers
- To create brand value for the enterprise, steady cash flow and room for long-term value enhancement for investors
- To provide appropriate development platforms and professional training to nurture staff teams





## Corporate Governance

Century City Group seeks to maintain a comprehensive and high-standard corporate governance system by strictly adhering to the Code Provisions in the Corporate Governance Code as set out in Appendix C1 of the Listing Rules. We adopt a rigid corporate governance structure under the leadership of the Board, in which the three board committees, namely the Audit Committee, the Remuneration Committee, and the Nomination Committee, are responsible for performing various governance functions. The Board reviews the Group's management policies and practices on a regular basis to ensure strict compliance with the stipulated regulations. New policies and measures are implemented whenever necessary.

For further information about our corporate governance and the Board of Directors, please refer to the 2023 Annual Report.

## Sustainability Governance

Century City recognises the importance of sustainability and places sustainability as one of the Group's core objectives. We balance our key stakeholders' interests with our common goals by consulting and sharing sustainability performance with them. The Group also targets to promote long-term sustainable development by engaging various stakeholder groups, including but not limited to customers, business and community partners, suppliers and employees.

To ensure effective sustainability management, a sustainability governance framework is established, with the Board of Directors overseeing the Group's sustainability performance. The Executive Directors, with the assistance of senior managers from key divisions, are delegated with responsibilities of implementing, monitoring and evaluating the performance of the Group's sustainability plans under three principal objectives, environmental, social and economic sustainability. The Executive Directors also evaluate, prioritise and manage the ESG issues identified to be material to the Group on a regular basis. The execution of sustainability plan will then be performed by different operating divisions of the Group, with the purpose of accomplishing the established goals and targets. The Group has established a set of environmental targets covering greenhouse gas ("GHG") emissions, energy efficiency, and waste recycling. The progress made against the environmental targets will be monitored by the Executive Directors and will be reported to the Board of Directors for review annually.

## Stakeholder Engagement

With the aim to understand the views and needs of various stakeholder groups, the Group has established a number of transparent and diverse communication channels. We ensure their opinions are effectively gathered and well considered. Through regular communication and engagement exercises, the Group gathers and understands their expectations on our sustainability performance. The key engagement channels for each stakeholder group are listed as follows:

Stakeholder Groups Engaged	Methods of Engagement
<b>Internal Stakeholders</b>	<b>Management</b> <ul style="list-style-type: none"> <li>Regular meetings</li> <li>Ongoing engagement</li> </ul>
	<b>Employees</b> <ul style="list-style-type: none"> <li>Employee satisfaction surveys</li> <li>Regular meetings</li> <li>Orientation activities</li> <li>Bulletin boards</li> <li>Annual appraisal meetings</li> <li>Employee engagement events</li> </ul>
<b>External Stakeholders</b>	<b>Community</b> <ul style="list-style-type: none"> <li>Media conferences</li> <li>Volunteer activities</li> <li>Face-to-face meetings</li> </ul>
	<b>Customers/Tenants</b> <ul style="list-style-type: none"> <li>Website and social media</li> <li>Guest satisfaction questionnaires</li> <li>Daily communication with front-line staff</li> <li>Customer feedback mechanism</li> <li>Hotlines</li> </ul>
	<b>Investors/Shareholders</b> <ul style="list-style-type: none"> <li>Analyst briefings</li> <li>Investor meetings</li> <li>General meetings</li> <li>Annual and interim reports</li> <li>Press releases/announcements</li> </ul>
	<b>Industrial Associations</b> <ul style="list-style-type: none"> <li>Industry forums</li> </ul>
	<b>Suppliers/Contractors/ Business Partners</b> <ul style="list-style-type: none"> <li>On-site assessment visits and meetings</li> <li>Owners committee meetings</li> <li>Regular meetings</li> </ul>

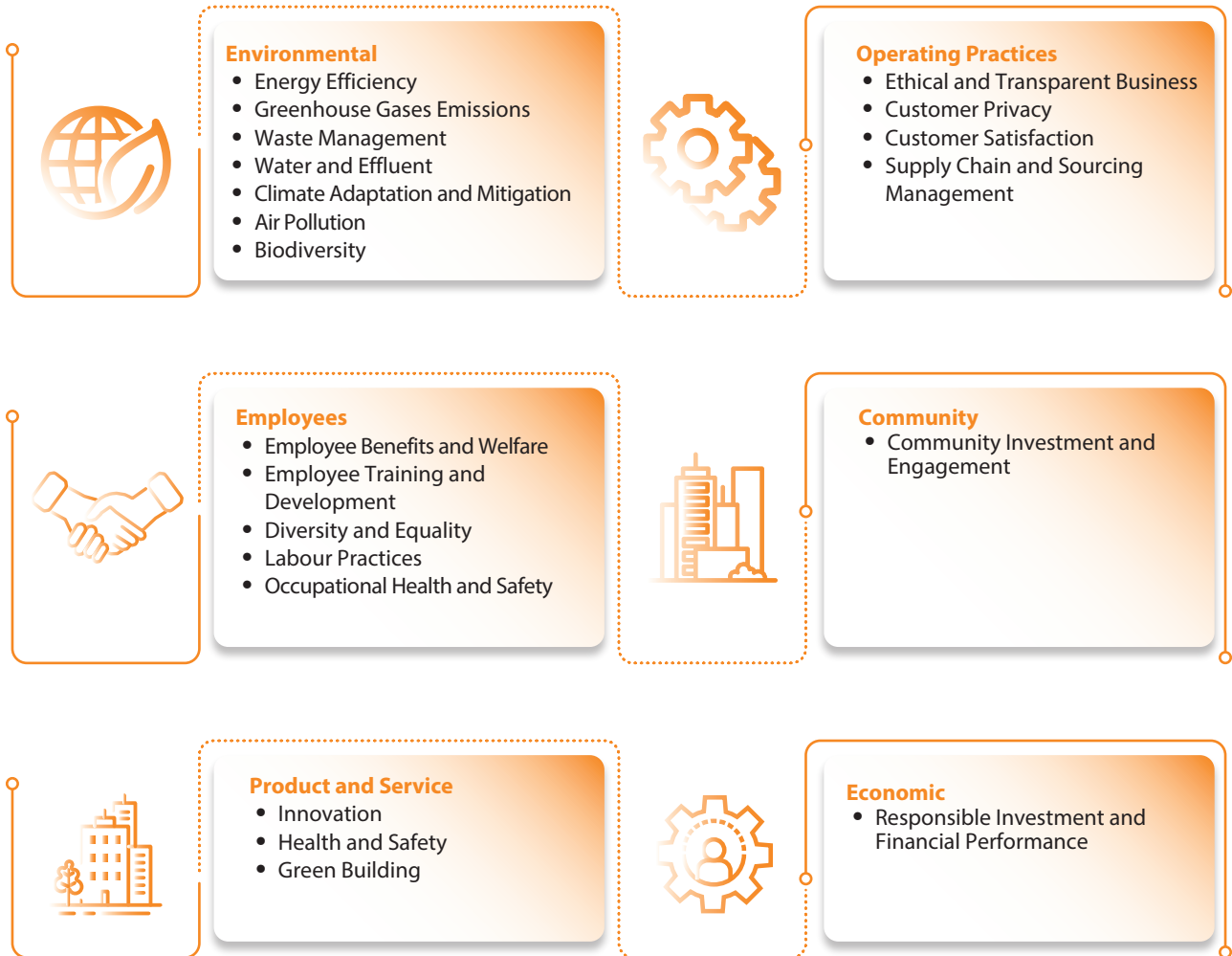


## Materiality Assessment

Century City regularly reviews the material ESG topics related to our business operations. The outcome of the stakeholder engagement exercises serves as the basis for the materiality assessment. The prioritisation of the material topics follows the principles defined in the ESG Reporting Guide and the steps taken in our materiality assessment are summarised as follows:



Based on the results of the materiality assessment, the following 21 ESG topics were considered material and were discussed in detail throughout this report:







# Environmental Responsibility

Century City Group is dedicated to minimising the environmental impact of our major business activities in the regions where we operate. We are committed to building a green community for a brighter future and embrace the necessary responsibilities to mitigate our impact and contribute to the development of a resilient community.

Abiding by relevant environmental protection laws<sup>1</sup> at national and local levels, the Group strictly implements energy conservation, land conservation, water conservation, material conservation and environmental protection regulations and design standards during project development, construction, operation and maintenance stages. Prompt actions will be taken once an environmental issue is spotted to minimise the negative impacts.

## Environmental Management

Ensuring the implementation of environmental policy across different stages of business operations is of paramount importance to Century City Group. To ensure comprehensive adhesiveness, our subsidiaries develop their own management approach in alignment with our overarching goals. We dedicate substantial resources to optimising energy consumption, conserving water, and effectively managing waste. Identifying potential environmental risks, we promptly adopt appropriate mitigating measures, drawing upon international standards to evaluate the environmental performance of our property portfolio. Continual review and evaluation of objectives and targets are undertaken to meet market expectations in terms of environmental performance.

### Properties – Hong Kong

Recognising the significance of mitigating the environmental impacts of its property development and management endeavours in Hong Kong, Paliburg embraces a systematic approach, which involves the collaboration of a designated team of directors, project managers, and senior staff to establish a comprehensive environmental management structure. This structure provides clear guidance and instructions for Paliburg to operate responsibly. To enhance control measures, Paliburg conducts periodic monitoring and reviews of its environmental performance, ensuring compliance and fostering effective communication among all staff members. Through this, Paliburg aims to ensure that every individual is well-informed about their responsibilities and duties in achieving environmentally sustainable operations. For example, project managers and site agents play vital roles in adhering to applicable legal and internal environmental standards while actively embracing green initiatives to mitigate adverse environmental impacts. The cohesive management structure, supported by cooperation at all operational levels, has been instrumental in facilitating significant progress in this domain.

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<sup>1</sup> The environmental laws and regulations that might be significant to Century City include Environmental Protection Law of the People's Republic of China, Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong), Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong), Water Pollution Ordinance (Cap. 358 of the Laws of Hong Kong) and Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong). During the reporting period, the Century City Group did not violate any laws and regulations related to air and GHG emissions, discharges into water and land, generation of hazardous and non-hazardous waste, and mitigation of noise.

To ensure consistent adherence to management standards across various construction and development projects, Paliburg has implemented rigorous environmental management measures. Paliburg actively collaborates with stakeholders to foster the development of a sustainable community. Whenever possible, Paliburg engages in communication with its business partners to promote pollution reduction solutions in its daily operations. Through regular reviews and analysis of its environmental performance, strategies and objectives, Paliburg identifies operational shortcomings and promptly implements corrective actions. Paliburg also collaborates with various organisations and professional businesses to ensure the timely updating of policies and industry standards.

With a keen focus on sustainability, Paliburg closely monitors its performance and actively incorporates eco-friendly elements into its project developments. From the early stages of design and planning, Paliburg carefully assesses the potential environmental impacts of its projects. Paliburg has allocated substantial resources to ensure that its business operations align with environmentally conscious and sustainable practices. Paliburg's dedication to these principles has been recognised through the BEAM Plus Certification awarded by the Hong Kong Green Building Council, acknowledging its commitment to sustainable development.

## Hotels

Regal's environmental management approach is outlined by Environmental, Health and Safety Policy, with strategic directions over a variety of relevant environmental issues, such as climate change, resource, energy, water, and waste management. The Policy will be officially published in 2024.

Since 2012, Regal has initiated the "We Love Our Planet" campaign in supporting the concept of green workplace. Under this concept, Regal is committed to fully considering environmental factors such as energy-saving and emission reduction, pollution prevention and control, resource use, and biodiversity protection in all aspects of its operations, and to actively engage in environmental protection education and publicity to promote environmental awareness in the workplace and in daily life. Regal also ensures the hotels strictly comply with all environment-related laws and regulations in communities it operates.



### ESBN Green Deal Badge

During the reporting period, Regal has been awarded with the ESCAP Sustainable Business Network ("ESBN") Green Deal Badge - Green. As a joint effort by United Nations' Economic and Social Commission for Asia and the Pacific and Hashstacs Pte Ltd, the award goes to business that have pledged to support sustainability by completing a self-assessment and disclosing data on emissions, resources consumption and management.

Regal is proud to be part of a broader effort to encourage businesses in the Asia-Pacific region to align their operational strategies with ESG principles, and to take climate action for sustainable development.



### **EarthCheck Certification**

For the hotel operations in Hong Kong, Regal adopts a systematic approach and align the hotels with EarthCheck Certification standards, the world's leading sustainability benchmarking and certification service in the travel and tourism industry.

The EarthCheck standards align with global frameworks such as the Intergovernmental Panel on Climate Change Guidelines for National GHG Inventories, the World Business Council for Sustainable Development GHG Protocol and a range of standards under the International Organization for Standardization ("ISO").

As EarthCheck certification is a crucial measure of environmental performance for its hotels, Regal has engaged with the Global Tourism Advisory Group to conduct independent third-party verification, and has adopted a systematic and process-driven method for continuous improvement of performance in all criteria that EarthCheck is looking into.

In recognition of its environmental performance, Regal's hotels in Hong Kong have received a number of well-recognised awards and certifications.



**EARTHCHECK**

**List of EarthCheck Certifications earned over the year:**

Hotel	Earned awards and certification
<b>Regal Airport Hotel</b>	EarthCheck Gold Benchmarking Certification
<b>Regal Hongkong Hotel</b>	EarthCheck Gold Benchmarking Certification
<b>Regal Kowloon Hotel</b>	EarthCheck Gold Benchmarking Certification
<b>Regal Oriental Hotel</b>	EarthCheck Gold Benchmarking Certification
<b>Regal Riverside Hotel</b>	EarthCheck Gold Benchmarking Certification
<b>iclub Fortress Hill Hotel</b>	EarthCheck Gold Benchmarking Certification
<b>iclub Sheung Wan Hotel</b>	EarthCheck Gold Benchmarking Certification
<b>iclub Wan Chai Hotel</b>	EarthCheck Gold Benchmarking Certification
<b>Regala Skycity Hotel</b>	EarthCheck Silver Benchmarking Certification
<b>iclub Mong Kok Hotel</b>	EarthCheck Silver Benchmarking Certification
<b>iclub AMTD Sheung Wan Hotel</b>	EarthCheck Silver Benchmarking Certification
<b>iclub To Kwa Wan Hotel</b>	EarthCheck Silver Benchmarking Certification

In the long run, Regal is committed to minimising negative environmental impacts and creating positive social impacts to its stakeholders. Regal targets to achieve “Platinum” and “Master” ratings for all five Regal hotels by 2033 and 2038 respectively.







### Case Study: Sustainable Building Designs

Regala Skycity Hotel, officially opened in 2023, incorporates sustainable features that promote environmental responsibility and minimise its ecological footprint in its hotel design.



The building has been designed to reduce energy consumption by utilising natural light and ventilation.

One of the most notable sustainable features of the hotel is the vertical green walls incorporated throughout the building's façade. These walls not only provide an aesthetically pleasing design element but also help reduce the urban heat island effect by absorbing heat and releasing oxygen.

The swimming pool has been designed and constructed to be as environmentally friendly as possible. The filtration system recycles and cleans the water using high-tech water treatment that requires less energy compared to a conventional swimming pool filtration system.

Furthermore, Lighting Emitting Diode ("LED") lighting and energy-efficient appliances are utilised throughout the building, reducing energy consumption. Overall, the hotel's sustainable features help ensure that it operates responsibly and environmentally conscious, setting a green example among hospitality peers.

## Properties – Mainland China

Cosmopolitan has implemented group-wide environmental policies that apply to all property development projects, focusing on minimising environmental impacts while delivering quality products and services.

Tianjin office integrates resource conservation into daily operations. Prior to maintenance and construction work, Tianjin office communicates with the property management and construction units to coordinate water and electricity connections, metering, and provide instructions for energy-saving and water-saving measures. Upon completion of the construction, Tianjin office took water and electricity meter readings to check if the consumption exceeds the efficiency standards. The construction unit is responsible for paying an additional fee proportionate to the excess amount and maintaining low-energy operations. In Chengdu, the design and construction projects are carried out in accordance with the Environmental Impact Assessment Report on Century City Cultural and Creative Commercial Park of Zhifu Investment and Development (Chengdu) Co., Ltd to minimise the environmental impacts of its activities to the surroundings.

Cosmopolitan regularly reviews its performance and updates the policies to align with evolving regulations and industry practices, ensuring its environmental objectives and requirements are consistently met. Cosmopolitan also arranged the property management to conduct daily inspections of residential, commercial, and underground areas to monitor the usage of equipment and facilities, including air conditioning, fire safety systems, tap water, and curtain walls. If any abnormalities are detected, the property management will promptly arrange for maintenance and control measures.



The following list summarises the Group's achievements in constructing and maintaining a green built environment:

**Project**

The Ascent



**Certifications**

BEAM Plus Final Gold



We Go MALL



BEAM Plus Final Silver



Mount Regalia



BEAM Plus Final Bronze



Regala Skycity Hotel



BEAM Plus Final Gold



## Environmental Targets

As a responsible company, Century City recognises the importance of aligning our business models with the global trends of environmental issues. By utilising historical environmental data, guidance from local government institutions, and findings from internal control systems, we actively pursue opportunities to enhance our performance in material environmental aspects. These areas encompass reducing GHG emissions, improving energy efficiency and minimising waste generation. Our commitment to achieving progress is demonstrated through the establishment of thorough and quantitative targets in these domains. To ensure success, we are dedicated to formulating action plans that encompass short-term, medium-term and long-term objectives. Through these efforts, we strive to effectively attain our targets and contribute to a more sustainable future.

### Properties – Hong Kong

Key Aspects	Targets	Detail	Status
<b>GHG Emissions</b>	<b>Mid-term</b>	Reduce GHG emission intensity by 10% by 2030 with 2018 as baseline year.	Achieved 9% reduction in GHG emission intensity in 2023 compared to 2018 as the baseline year.
<b>Energy Efficiency</b>	<b>Mid-term</b>	Reduce energy intensity by 10% by 2030 with 2018 as baseline year.	The energy intensity increased compared to 2018. Going forward, we will investigate and implement applicable initiatives to address this accordingly.
<b>Waste</b>	<b>Long-term</b>	Maintain 100% hazardous waste recycling.	We start to monitor the progress of recycling.





## Hotels

During the reporting period, Regal has reviewed and updated the environmental targets, as well as introduced a comprehensive set of ESG targets presented below.

Key Aspects	Targets	Detail
<b>GHG Emissions</b>	<b>Mid-term</b>	Reduce scope 1 and 2 GHG emission intensity by at least 20% with 2023 as a baseline by 2030.
<b>Green Building</b>	<b>Short-term</b>	Achieve BEAM Plus Existing Building certifications for at least 30% of hotel properties by 2025.
<b>Water</b>	<b>Mid-term</b>	Reduce water intensity by at least 10% with 2023 as a baseline by 2030.
<b>Waste</b>	<b>Mid-term</b>	Enhance waste diversion rate by at least double with 2023 as a baseline by 2030.

## Properties – Mainland China

Key Aspects	Targets	Detail	Status/Action Plan
GHG Emissions	Mid-term	Increase the number of parking spaces with electric vehicles (“EVs”) chargers.	Will continue to increase parking spaces with EV chargers.
	Short-term	Have at least 10 parking spaces with EV chargers in its current projects.	Reserved EV parking slot with 1,250 kVA EV chargers in Chengdu.
		Reduce GHG emission of AB tower and its associate buildings, commercial street and residential buildings by 2% in 2024 using 2023 as baseline.	Will continue to implement emissions reduction measures and monitor the carbon emissions of the Project.
Energy Efficiency	Short-term	Reduce energy consumption intensity by 2% in 2024 in Tianjin Project, using 2023 as baseline.	Use of energy-saving office furniture and equipment.
			Restrict usage of office vehicles unless necessary.
Water	Short-term	Reduce water consumption intensity by 1% in 2024 in Tianjin Project, using 2023 as baseline.	Will continue to implement transformation projects to reduce water consumption.
		Achieve 50% waste diversion rate and 50% waste recycling rate for residential buildings, commercial streets and AB tower and podium buildings in 2024.	Centralised and collected wood and packaging cartons in the construction site to facilitate recycling by paper mills.
			Scrap steels were collected and recycled by steel production enterprises.
			Bricks were mainly used for backfilling of roadbeds.



## Our Response to Climate Change

Century City Group realises that climate change can pose a huge threat to our hotel and property operations. In this regard, managing climate change risks has become one of the prime focuses of our environmental management. We are dedicated to developing and implementing solid management approaches and action plans to enhance the climate adaptability and resilience across our operations.

Last year, the Group has appointed a third-party consultant to conduct a climate risk assessment exercise, with the purpose to identify and evaluate material climate transition and physical risks across our hotel as well as property management and development operations. The assessment results are valuable for the Group to establish mitigation measures to address the material climate risks.

In terms of climate transition risks, policy and legal risks are considered as the most material risk to Century City's operations as the Group's owned and operating hotels and properties are concentrated in Hong Kong and Mainland China. Following the announcement of Hong Kong's Climate Action Plan 2050, the local government is likely to issue more stringent guidance, targets and regulations to achieve the carbon emissions targets and carbon neutrality goal. We expect additional requirements regarding equipment and facilities enhancement projects from regulators to achieve better energy efficiency, which may result in higher operating costs in the Group's operations in the medium term. Besides transition risks, our operations may be vulnerable to climate-related physical risks as well, such as extreme weather events (namely extreme wind and coastal flooding), as they may cause business interruption, property damage or endanger the safety of our employees, clients and tenants. The risks identified are being reviewed regularly by board members.

We have formulated a series of climate adaptation plans to effectively manage and respond to current and future climate change impacts. These plans are frequently communicated to our employees to enhance their preparedness and awareness when responding to extreme weather events. The Group will incorporate the mitigation and adaptation measures into our internal policies and procedures to enhance our overall climate resilience. For example, for the hotel portfolio, Regal is developing a Climate Change Policy to ensure adequate management on mitigating and adapting to climate change, as well as enhancing its business resilience. From improving efficiency in natural resources consumption, to managing climate change risks across its value chain and hotel portfolio, Regal is committed to integrating best practices to transit to a net zero economy. The standard procedures are well-communicated to our property and hotel managers, to ensure climate-related risks considerations have been taken into their risk management procedures, and to seek continuous improvement on the climate-related performance of properties over time.

Looking forward, the Group will conduct further climate change impact assessments to understand the impact of climate-related risks on our investment strategies, risk management procedures and portfolio management processes, including utilising scenario analysis to map the impacts of climate change on our business. In addition, we will continue to implement mitigation and adaptive measures to respond to current and future climate change impacts.

## Energy Efficiency and Emissions

As a responsible enterprise, we actively respond to and cooperate with governments to minimise energy emissions. We recognise the importance of developing green initiatives and procuring renewable energy. The Group is confident that we can play a crucial role in combating climate change by lowering energy consumption and GHG emissions across the property development and management as well as the hotel operation lifecycle.

### Properties – Hong Kong

Paliburg is committed to implementing energy-saving initiatives across its developing projects. Paliburg strives to integrate energy-saving initiatives into all its developing projects. Furthermore, Paliburg has established targets to facilitate energy preservation and decrease emissions across its supply chain throughout the construction phase, encouraging involvement from suppliers and contractors. In its pursuit of sustainable and green development, Paliburg prioritises the implementation of technically and economically feasible energy conservation measures. For example, Paliburg's residential development projects employed abundant full-height glass curtain walls, skylights, and green roofs. These elements play a crucial role in minimising energy consumption during operation and reducing the need for air-conditioning and artificial lighting by the occupants. Furthermore, its properties' car parks are equipped with EV charging facilities, providing residents with the convenience of adopting low-carbon transportation practices.

In its continuous efforts to optimise energy utilisation in properties under its management, Paliburg has implemented specialised shifting arrangements, effective temperature monitoring and ventilation setting for its properties. For example, We Go MALL has been benefiting from the air-conditioning system improvement. As a result, there is a significant reduction of energy of 23% from June 2020 to June 2021 while ensuring optimal physical comfort for its customers. To enhance energy efficiency, since 2020, Paliburg installed air curtains at the entrances. This measure effectively prevents warm air from entering the mall while cooling air inside, consequently reducing the cooling load and energy consumed for temperature control. Paliburg has incorporated various sustainable energy measures into its daily operations to minimise unnecessary energy consumption. Reduced artificial lighting power density is one of the conducive means to energy conservation. The lighting power density in the common areas, clubhouses, plant rooms and car parks in its development projects is at least 10% lower than the requirement set by the Electrical and Mechanical Services Department. Likewise, in 2021, Paliburg replaced all lighting devices with LED light bulbs, resulting in an around 30% reduction in electricity consumption compared to 2020.





To reduce environmental impact on neighbourhoods, Paliburg actively aligns with the Hong Kong Government's Steering Committee on the Promotion of EVs. Paliburg recognises the importance of promoting the adoption of electric cars in Hong Kong, considering the associated benefits of energy efficiency, environmental preservation, and commercial prospects. This synergistically supports Paliburg's other goals to achieve carbon neutrality and realises the vision of "Zero Carbon Emissions Clean Air Smart City."

Furthermore, Paliburg is leveraging on internationally renowned awards and benchmarks to monitor its properties' environmental performance. We Go MALL has successfully earned the External Lighting Charter of the Environmental Bureau. Paliburg engages independent third-party consultants from professional firms to conduct annual energy and carbon audits and provide suggestions for further improvement. Paliburg also provided a list of strategies and action plans on green features across the business units for management's consideration. Moving forward, Paliburg will remain dedicated to meeting the assessment criteria of other awards, to guide its future direction to attain zero emissions before 2050.

## Hotels

Regal acknowledges that reducing carbon emissions is an integral part of global climate action, which is closely linked with energy usage. As a responsible hotel operator, Regal aims to improve energy efficiency and reduce carbon emissions, and incorporate the pledge into its environmental management strategy.

Regal is committed to fully consider environmental factors such as energy reservation and emission reduction, pollution prevention and control, resource use, and biodiversity protection in all aspects of its operations, and to actively engage in environmental protection education and publicity to promote environmental awareness in the workplace and in daily life. To achieve these, Regal has been implementing various improvement measures in its hotels, including:

### Reduction

- Participate in Automatic Demand Response Programmes by electricity companies to minimise the electricity consumption at critical peak-load periods;
- Phase out diesel-powered equipment with natural gas-powered equipment;
- Phase out 80% of diesel-powered vehicles and replace with EV by 2025 and 100% by 2028; and
- Purchase Renewable Energy Certificates to reduce carbon emissions by 2035.

## Management

- Explore energy management opportunities by partnering with electricity companies to conduct energy audits;
- Implement Integrated Building Management System for all Regal's hotels by 2030;
- Upgrade water heating equipment to more energy-efficient models;
- Upgrade motors to high efficiency models (IE3 or above) by 2030;
- Retrofit all lighting fittings to more energy-efficient models with motion and daylight sensors by 2028; and
- Explore tech-driven energy-saving solutions with specialist contractors.

## Properties – Mainland China

Cosmopolitan is dedicated to lowering GHG emissions resulting from construction site and building energy use. Tianjin office has established a set of short-term targets on energy efficiency and carbon emissions. A series of measures are adopted by Tianjin and Chengdu projects to minimise energy consumption and GHG emissions and achieve the targets.

In Tianjin, during projects' operational phase, its departments integrate the energy consumption targets into their work plans to drive improvement in energy efficiency. In 2024, the energy consumption data of existing meter monitoring points will be collected for trend analysis. Through comparison with previous years' data, Tianjin office will identify areas of improvement in energy performance. Tianjin office also aimed to enhance and maintain landscaping and greenery projects to provide cooling effect to the buildings for reducing energy consumption.

The design of both Tianjin and Chengdu Projects follows the Design Standard for Energy Efficiency of Public Buildings and the Design Standard for Energy Efficiency of Residential Buildings of the national Guo Biao (GB) Standards. Through structural design and materials usage, Cosmopolitan incorporated energy-efficient heating, ventilation and air-conditioning systems into the projects, such as variable water volume system, variable speed driver chillers and variable refrigerant flow system. The quality supervision station will also conduct quality inspection according to the energy-saving specifications and design drawing.

To comply with energy efficiency requirements, Cosmopolitan used construction materials and components parts with Construction Energy Efficiency Performance Labelling Certificates. Cosmopolitan reduced energy consumption during the operational phase through deploying LED lighting and other energy-efficient equipment. To avoid energy wastage, Cosmopolitan also restricts excessive use of energy-intensive equipment such as air conditioners by building automation system.



To combat air pollution, Cosmopolitan has control measures targeting dust produced from construction and operation activities. In Tianjin, all projects, throughout all project phases, including construction, maintenance, operation and office operations, comply with the environmental protection requirements and the relevant standards for air pollutants, wastewater, and hazardous waste in Tianjin. In Chengdu, Cosmopolitan adheres Chengdu City Heavy Pollution Weather Emergency Response Plan. It prioritises construction materials that produce minimal pollutants and dust. To control dust pollution, Cosmopolitan also makes use of landscaping to absorb pollutants, regularly spray water over the site and cover dust waste with cloth. Cosmopolitan has set up a real-time dust monitoring system to maintain dust concentration within acceptable levels. In case of dust level in the construction site exceeding the acceptable level, Cosmopolitan will suspend construction work until dust level returns to normal. Besides, Cosmopolitan requires vehicles from construction sites to pass through a washing bay before leaving to avoid dust polluting the surrounding environment.

To combat severe pollution, Cosmopolitan strictly adheres to the local emergency response plan and implements mitigation measures. To prevent additional harmful impacts on the environment and public health, Cosmopolitan has mandated the suspension of construction activities, such as earthworks and cement grinding, at its construction sites when air pollution reaches a “serious level”.

## **Water Management**

The Group monitors water consumption as it plays a vital part in every aspect of our property development and management lifecycle. While the risk of water stress may not be immediate, Century City Group is fully committed to valuing and conserving water resources. We strive to optimise water utilisation and proactively adopt water-saving initiatives.

### **Properties – Hong Kong**

Paliburg is dedicated to advancing effective water management in different stages of its development projects. Paliburg places a strong emphasis on water efficiency starting from the design phase, in which it integrates water efficient concepts and measures into projects. For example, Paliburg installed water-efficient devices at The Queens, with an estimated 34.7% saving of potable water consumption annually. Considering the substantial water usage during the construction stage for tasks such as mortar and cement concrete preparation, as well as cleaning and washing of equipment, Paliburg endeavours to mitigate water consumption and consume water responsibly. Paliburg’s contractors provide regular reports on water consumption performance, enabling it to monitor and analyse the water usage. Any identified potential risks will be addressed promptly.

Furthermore, all wastewater discharge from construction sites undergoes proper treatment. Paliburg has instructed its contractors to comply with the local standards and regulations concerning construction wastewater discharge. For example, Paliburg has implemented a mandatory water management system in designated areas in all its construction sites. This system facilitates the collection, processing and recycling of wastewater generated from surface run-off. Simultaneously, it aids in restoring the soil exposed at site after excavation, thereby mitigating soil erosion and associated water pollution.

To foster water-saving habits among tenants/residents and workers in properties under Paliburg's management, it establishes close collaboration with these stakeholders. On the management side, Paliburg ensures that its team understands the true value of water and provides them with information on water-saving efforts. To raise awareness on water conservation among workers, Paliburg conducts training courses and sends reminders containing environmental protection messages. To minimise water wastage, Paliburg's buildings are equipped with water meters, water flow regulators, automated faucets, and automatic toilets and urinal flush valves.

Paliburg places a high priority on water conservation. Through minimising water consumption and increasing water use efficiency in its buildings, it strives to make a significant contribution to the preservation of this valuable resource.

## Hotels

Regal mostly uses municipal water for hotel operations, and no water supply issues have been identified at its operational site. Its commitment to water stewardship will be covered in its Environmental, Health and Safety Policy which will be officially published in 2024. Regal also seeks to lessen the potential strain on municipal water supplies by advocating water saving in its operation. Regal will continue to support local and regional initiatives to increase water awareness and propose community-wide solutions. For example, swimming pools are the most water-intensive among all hotel facilities in hotel operations. Hence, Regal focuses its efforts on minimising water usage in pools through modification projects. For example, it adopted quartz sand in boiler tanks for water filtration to reduce the frequency of pool water refill and enable water conservation, as well as enhancing the water quality of the swimming pools in Regal Airport Hotel and Regal Riverside Hotel.

The below building refinements and soft programmes are implemented over the years.

### Facility Design

- All new shower heads to fulfil Water Efficiency Grade 2 requirements set by Water Supplies Department;
- Water tap flow controllers installed in all hotels to avoid excessive water use;
- Installation of dual-flush toilets upon guestroom renovation to ensure appropriate water amount for flushing;
- Installation of automatic faucets and toilet flushers in hotel toilets; and
- Pool modifications to minimise water consumption.





### **Operations and Maintenance**

- Linen and bath towel reuse programme to reduce water consumption from laundry services;
- Recycling and reuse of condensed water; and
- Regular monitoring of water consumption and water meters to fix possible water leakage in a timely manner.

Whenever economically viable and practicable, Regal is motivated to explore and initiate water management practices and water-saving initiatives to enhance performance in water-saving across hotel operations.

### **Properties – Mainland China**

Projects of Cosmopolitan follow the Standard for Water Saving Design in Civil Building. It has taken a top-down approach to engage with employees and tenants. Through meetings, Cosmopolitan promotes water conservation and strengthens employee's and tenants' awareness to enable themselves to better manage water usage in the long run. In the landscape design, Cosmopolitan selects drought-resistant plants and drip irrigation method, as well as corrosion-resistant, long-lasting water pipes to minimise water consumption and avoid water leakage.

The Tianjin Project aims to reduce water usage intensity by 1% compared to 2023 level in the coming year. To achieve the target, transformation projects have been implemented, including the installation of water meters to collect consumption data. Tianjin Project closely monitors water usage trends, particularly in water-intensive facilities such as showering, and will implement water-saving initiatives. Water seepage tests are conducted periodically to minimise water leakage risk, for example, water supply pipe networks and water facilities are inspected on a daily basis. As part of the Chengdu Project, a 493m<sup>3</sup> rainwater cistern is installed to fulfil the vision of sponge city and reduce the use of water by recycling and reusing rainwater.

Cosmopolitan treats wastewater discharge with extra care by applying stringent treatment process to protect water quality and reduce contamination to the water bodies and the environment. Cosmopolitan strives to collect and handle wastewater in an on-site water treatment tank before discharging effluent into the municipal sewage system while reusing wastewater where possible. Cosmopolitan also complies with the relevant standards to ensure the quality of the effluent and water.

## Waste Management

Century City Group is fully dedicated to addressing waste-related challenges across all our operations and business units. The Group pledges to reduce both hazardous and non-hazardous waste throughout the property development and management lifecycle. To accomplish this, we work to enhance the production process to minimise waste generation. Additionally, we redirect and recycle waste to maximise the value of each material. Since 2021, we have expanded the waste management policy beyond the traditional 3Rs (Reduce, Reuse, Recycle) to include two additional elements: “Reform” and “Refuse”. This comprehensive 5Rs approach enables us to implement a set of waste management practices that foster waste reduction and lessen the environmental burden.

### Properties – Hong Kong

To ensure responsible handling and disposal of waste from its operational sites, Paliburg has established a group-wide Waste Management Policy and implemented employee training on appropriate waste segregation methods. Collaborating with stakeholders including customers, tenants and its employees, Paliburg strives to enhance waste management practices, and ensure compliance with its standards. Its objective is to prevent materials from entering landfill at the end of its lifecycle. On-site environmental officers are assigned the task of conducting weekly inspections to oversee the execution of standard operating policies and waste management. The waste recycling practices have been widely adopted across its owned or managed properties. For example, Paliburg facilitates the collection of recyclables by providing waste separation bins and marking recycling points clearly for the convenience of customers and tenants. Paliburg also endeavours to reduce waste by recovering and storing equipment and packaging materials for future use. For example, Paliburg collects and reuses festive decorations in We Go MALL. Consequently, Mount Regalia has participated in the Commendation Scheme on Source Separation of Domestic Waste from The Environmental Protection Department of Hong Kong during the reporting period.

Furthermore, Paliburg has developed a waste management system that facilitates the sorting, recycling, and safe disposal of construction waste. To ensure proper handling, all hazardous waste, including obsolete and unused electronic devices, is collected, sorted, labelled and moved to the designated temporary storage area by site operators. Subsequently, professional third-party services are engaged for the final disposal of these materials. The waste collection process is supervised by on-site environmental officers at each location.

In the pursuit of promoting improved recycling and upcycling practices, Paliburg is working across the operational chain to develop innovative strategies. When sourcing for construction projects, Paliburg prioritises sustainable options on a global scale. For example, timber used in Paliburg’s projects is certified by Forest Certification Schemes. To further enhance Paliburg’s recycling practices, timber is reused based on its conditions, while reinforcement materials are collected and transported to local recycling factories for proper reuse. In Paliburg’s recent projects, Regala Skycity Hotel and The Queens, different measures were applied to reduce waste consumption. For instance, Paliburg ensures that no virgin-forest timber product would be used for temporary works.



## Hotels

Regal has been developing a Waste Management Policy to protect natural resources and ensure the health and well-being of communities in which it operates. Regal strives to meet or exceed waste-related regulations and integrate industry best practices into operations and services. Given the forthcoming Municipal Solid Waste Charging Scheme, Regal would continuously work towards understanding its waste composition from time to time, ensure hazardous waste and potentially hazardous waste are managed in an appropriate, responsible and transparent manner, ensure availability and transparency of waste data, and minimise environmental impact of waste produced in its operations and production processes through practices intended to reduce, replace, reuse, recycle and recover. For example, Regal is dedicated to reducing single-use plastics, going digital and paperless, managing food waste, as well as recycling and upcycling.

Regal strictly complies with internal waste management procedures and relevant local laws and regulations to ensure the process of waste collection, categorisation and disposal are properly and responsibly carried out.

## Properties – Mainland China

Cosmopolitan strives to reduce waste in construction and operation activities of its properties. Aligned with the government's initiatives on "Circular Economy", Tianjin has incorporated waste diversion and recycling as a Key Performance Indicator for project performance management and committed to short-term waste diversion and recycling targets. Cosmopolitan has put into practice its waste management policies to reduce and recycle waste. The engineering functions focus on monitoring and improving waste recycling performance.

Implementing effective waste management measures is a crucial and impactful step of Cosmopolitan's efforts. The Chengdu project strictly adheres to the 14th Five-Year Construction Industry Development Plan issued by the Ministry of Housing and Urban-Rural Development while the Tianjin project strictly adheres to the Regulations of Tianjin Municipality on the Administration of Domestic Waste. To minimise material waste, Cosmopolitan uses ready-mix concrete and ready-mix mortar throughout the entire project. Cosmopolitan also strictly limits construction waste discharge to no more than 300 tons per 10,000 m<sup>2</sup>.

Cosmopolitan has implemented high standard procedures to handle construction waste that are non-recyclable and nonreusable. General waste is gathered in the garbage chambers in every building and transported to collection points daily. Construction waste, including building debris and waste engine oil, is handled by qualified service vendors regularly. Sludge is also cleared and transported to landfills regularly. Cosmopolitan continues to improve the waste classification and garbage transportation to responsibly dispose of waste.

# Social Responsibility

Besides monitoring the environmental impact of operations on the surrounding environment, the Group recognises its responsibility as a participant in the real estate industry to monitor how its operations impact the surrounding community, as it is essential for us to maintain our brand reputation. Thus, we have developed strong, long-running volunteer programmes that consistently make a significant effect. These programmes have been running for many years, to demonstrate our commitments to support and to encourage our associates to engage in volunteer activities.

## Fostering Community Engagement

### Group-wide Engagement

#### Tree Planting Challenge 2023

In collaboration with Friends of the Earth (HK), the Group has organised an annual flagship program “Tree Planting Challenge 2023”. To enhance environmental consciousness among our employees, the Group has engaged a dedicated team comprising 80 volunteers. Together, we have achieved the remarkable feat of planting 700 trees at the Tai Lam Country Park. This collaboration signifies our commitment to preserving Hong Kong’s landscape and air quality.

### Properties – Hong Kong

Paliburg is dedicated to fostering a culture of social responsibility throughout its operations. Paliburg is committed to working alongside its employees, business partners, and community organisations to create a stronger community. Meanwhile, Paliburg is unwavering in its commitment to making a positive impact on society and fostering unity through its strengths and expertise.

### Hotels

Regal acknowledges its responsibility in making positive contributions to society. By actively engaging with and investing in the community, Regal seeks to gain a comprehensive understanding of its needs and proactively address them to support their well-being and development. Regal strives to align its actions with the specific needs of the communities in where Regal operates. For example, it participates in programmes dedicated to providing care for the elderly and projects focused on transitional housing. To effectively manage its community programmes and promote sustainability, Regal collaborates with non-governmental organisations and other key stakeholders. Regal’s dedication to community engagement and sustainable practices underscores its commitment to making a long-term difference for a brighter future in its society.





Highlights of community investment in 2023 were as follows:

- Community programmes supported: 35
- Community partners: 24
- Total volunteer hours contributed by employees: 400 hours
- Amount of donation: HK\$4 million

Regal has been recognised as a “Caring Company” by the Hong Kong Council of Social Service for 20 years consecutively with the award of “20 Years Plus Caring Company Logo”. While providing quality accommodation service, Regal also emphasises on creating social benefits to the society in order to become a socially responsible corporate citizen. Regal strives to make the community and society a better place for all by actively participating in different community programmes.

### Properties – Mainland China

Cosmopolitan actively supports and participates in programmes that advocate social well-being. Aligned with its corporate culture of creating wealth and values, Tianjin office actively cooperated with local neighbourhood committees to organise sports competitions during the reporting period. Cosmopolitan also coordinated volunteering team to serve the community wholeheartedly. A range of initiatives and activities were launched, including public fitness and festive events to demonstrate the mission to contribute to corporate social responsibility.



## Youth Development

### Hotels

Regal is aware that a robust talent pipeline and a healthy talent ecosystem are crucial to the long-term success of the business. It is also Regal's belief that learning is lifelong and both knowledge and skills can be developed.

Apart from staff development, Regal is also committed to supporting talent development across age groups. During the reporting period, Regal continues to support students in secondary, tertiary, vocational education, and mid-career professionals in both hotel and sustainable finance fields to gain industry exposure and upskilling opportunities.

### Job Shadowing Programmes

Partnering with the Hong Kong Federation of Youth Groups, Regal has curated two job shadowing programmes for Secondary 3 students to let them have a taste of hotel operations. The students shadowed sales, food and beverages, and housekeeping departments and had the opportunity to gain hands-on experience in day-to-day tasks.

### Hotel Tours and Career Talks

Regal believes in the power of long-term and diversified talent engagement and empowerment. Regal hosted a career talk for university students from the United Overseas Bank ("UOB") Hong Kong Wholesale Banking Academy, focusing on finance-related hospitality career pathways and hospitality industry developments. Regal aimed to share insights regarding finance roles within the hospitality industry, showcasing the opportunities available in the intersection between the two industries.



In collaboration with the Rotary Club of Kingspark Hong Kong, Regal organised a career talk for Secondary 5 and Secondary 6 students from SKH Saint Benedict's School. Regal aimed to provide valuable insights into the hospitality industry, showcasing its diverse functions and potential career pathways. Industry professionals shared industry developments, and introduced different hospitality functions. Through this event, Regal helped the students to explore their interests and aspirations. 25 students participated in this fruitful event, gaining a better understanding of the industry's dynamics and potential opportunities.

Also, partnering with UOB, Regal hosted a hotel visit to Regala Skycity Hotel with UOB Hong Kong Wholesale Banking Academy. Hosting hotel visit is one important channel to help youth talents to understand different segments of Regal's hotel operations, including but not limited to food and beverages, and room keeping. Regal also shared its hotel development journey alongside observations and learnings on airport development, hotel financing, and tourism and hospitality development. 20 university students were provided this valuable opportunity to immerse in its operating environment and gain real life exposure to the hospitality industry.



## Health Enhancement

### Hotels

Regal values mental wellness as an integral part of guest and employee well-being. Regal prioritises in creating a supportive and nurturing environment, offering resources and activities that promote mental well-being. Regal strives to provide a universal approach to mental wellness, ensuring a relaxing and rejuvenating experience for all.

### Employee Mindfulness Workshop

To promote self-care among employees, over 80 colleagues from across Regal were invited to attend a 1.5 hours mindfulness workshop. The session introduced mindfulness practices and techniques, for instance, body scanning, light stretches and visualisation to help one wind down after a long busy day and regain mental clarity. By taking the time to filter out external thoughts and feelings, a clearer mind and a more relaxed body emerge. The workshop aimed to encourage employees to incorporate these daily practices, and effectively navigate and respond to challenges in a calm and discerning manner.

### Social, Emotional and Ethical Development (“SEED”) Programme for Kindergarten Teachers

Committed to fostering the development of wise and compassionate leaders, Regal is a venue sponsor to the SEED Programme initiated by the Bodhi Love Foundation. Hosted at Regala Skycity Hotel, the 8-week programme tailored for kindergarten teachers, demonstrated how mindfulness can be integrated into education. The programme aimed to plant seedlings of wellness in teachers, and support them in maintaining a sense of inner balance, so they could handle stress in a more skillful way. Regal believes participants would have a stronger capacity not only to transform themselves but also nurture more resilient future generations.







## Social Inclusion

### Hotels

#### Corporate Social Responsibility (“CSR”) Friday

In the second half of the reporting period, Regal launched CSR Friday, an initiative that took place on the last Friday of every month. Partnering with social enterprises, Regal’s employees’ duty meals were prepared by community members with physical disabilities or from underprivileged backgrounds. Through this initiative Regal hopes to support employment and development opportunities for community members, and to help break down preconceived notions about disabilities.

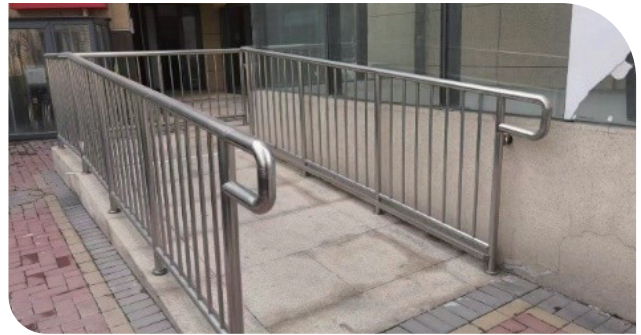
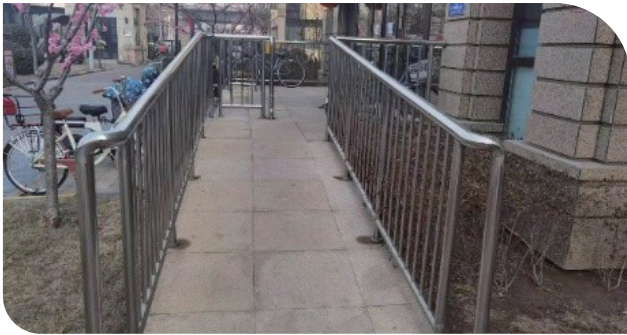


#### Barrier Blockbuster 2023

Regal sent a team of colleagues to participate in Barrier Blockbuster 2023, an annual event organised by The Hong Kong Society for Rehabilitation, and a platform for community education and fundraising. Through competing with other teams to complete a series of tasks simulating day-to-day challenges faced by people with disabilities and chronic illness, such as limited mobility or impaired vision, Regal’s representatives returned to work with a better understanding of their struggles and a refreshed mind on how Regal might support a “barrier-free” society within its current roles.

## Properties – Mainland China

Cosmopolitan is committed to fostering an inclusive community by ensuring equal access for all people. To provide a comfortable and enjoyable living environment for residents of all ages and abilities, Cosmopolitan has embedded inclusive features and elements into its development projects. For example, ramps were installed for the convenience of disabled persons and elderly. In the Tianjin Project, Cosmopolitan created an accessible environment for wheelchair users by designing spacious barrier-free restrooms, lowering buttons of lifts, and creating accessible parking spaces. Through these inclusive designs, Cosmopolitan helped to build an inclusive community with pleasant environment.





## Economic Responsibility

Century City also promotes a culture of inclusivity that allows our employees the freedom to express ideas, achieve goals and to find fulfillment in their purpose-driven duties. We are also committed to providing a safe and comfortable environment for both our employees and customers.

Our economic responsibility initiatives are designed to benefit our entire value chain, including our shareholders, customers and operating communities. Our core purpose and objective are centred on creating a fair and equitable business environment, preserving the Group's values, and upholding honesty and integrity while minimising operational risks and maintaining our reputation in the industry and the community.

### Caring for Our Employees

Century City Group has implemented relevant policies, including a staff handbook and an anti-corruption policy, to foster enduring connections with our employees. These policies outline crucial values, standards and conditions that contribute to creating and maintaining an inclusive and welcoming work environment. We ensure that all employment practices align with industry standards and regularly review them to best reflect our appreciations to our employees' contributions.

Acknowledging that our employees are the foundation of our business, we are dedicated to growing alongside them and providing them with the necessary support. We understand the significance of employee training and development in enhancing human capital. Therefore, the Group places great importance on designing training and development programmes that cater to the requirements of our diverse range of businesses. Through these programmes, employees can enhance their skills and professional growth at work. Furthermore, employees have the privilege of accessing a diverse range of training programmes and resources, supplementing the support they receive from their superiors. These activities play a crucial role in enhancing the Group's ability to deliver high-quality products and services.

Maintaining a safe environment for the employees is our vital responsibility. Century City takes extensive measures to safeguard our employees by implementing various health and safety practices. For example, we provide full sets of Personal Protective Equipment ("PPE") and trainings on workplace safety to relevant employees. Century City conducts regular inspections to proactively identify potential workplace hazards and evaluate risk.

The Group is dedicated to providing a work environment that is safe, secure, and equitable for all employees, prioritising the protection of their labour rights and promoting diversity and inclusion. We are committed to understanding and accommodating the needs of our staff members by implementing employee-friendly initiatives. Our decisions regarding hiring, compensation, benefits, and advancement are solely based on the job competency of our employees. We treat all employees with equal respect and fairness, regardless of their gender, age, ethnicity, skin colour, country, political status, religion, marital status, maternity status, sexual orientation, disability, or any other irrelevant factors. As society grapples with racial and gender inequality, we are prepared to take on a greater level of responsibility both within our communities

and within the Group. The Group complies with all relevant laws and regulations<sup>2</sup> regarding employment and labour issues, including compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare and preventing child and forced labour. In 2023, no non-compliance cases were reported in relation to labour standards. All service providers strictly adhere to the labour law and regulations ensuring that their employees received necessary remuneration for their work.

## Recruitment, Retention and Benefits

As a conscientious employer, the Century City Group upholds equal opportunity and values competence, skills, and experience in recruiting and advancement. We have established a structured and fair framework to ensure transparency and equity in our employment practices, prioritising the protection of our employees.

The Group maintains zero tolerance towards the use of child and forced labour. To ensure compliance, we conduct thorough background checks on candidates, particularly in our construction sites, throughout the recruiting process. In the event of any violation, we take immediate action by terminating the employment relationship involved and imposing penalties on the personnel responsible for the recruiting procedures in question.

We strive to cultivate long-term and collaborative relationships with our employees and have established a system to assess and enhance their well-being, as well as comply with the legal requirements for various social insurances, granting employees the opportunity to enjoy statutory holidays and other benefits. For example, our companies in Mainland China provide monetary bonuses on festive holidays and birthdays as well as special leave. In Hong Kong, we adhere to the Mandatory Provident Fund (“MPF”) Schemes Ordinance by managing an MPF Scheme for all eligible employees. In Mainland China and other countries where the Group operates, we actively participate in government-sponsored defined contribution retirement plans. By making pension fund contributions and offering various monetary benefits, we aim to safeguard the livelihood of our workers and alleviate their financial burdens.

## Learning and Career Development

The Century City Group clearly recognises the positive relationship of employees’ capability and skills and our operational efficiency. We actively promote life-long learning by offering financial and educational resources to all our employees. Detailed information regarding the Group’s staff training and development policies can be found in our Employee Handbook.

<sup>2</sup> The laws and regulations include the Employment Ordinance (Cap.57 of the Laws of Hong Kong), Sex Discrimination Ordinance (Cap.480 of the Laws of Hong Kong), Disability Discrimination Ordinance (Cap.487 of the Laws of Hong Kong), Family Status Discrimination Ordinance (Cap.527 of the Laws of Hong Kong), Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong), Occupational Safety and Health Ordinance (Cap.509 of the Laws of Hong Kong), Factories and Industrial Undertakings Ordinance (Cap.59 of the Laws of Hong Kong), Employment of Children Regulations (Cap. 57B of the Laws of Hong Kong) and Employment of Young Persons (Industry) Regulations (Cap. 57C of the Laws of Hong Kong), together with the Labour Law, Labour Contract Law, Employment Promotion Law and Social Insurance Law of the People’s Republic of China.





We recognise the importance of a smooth transition for new employees, as such, we have developed a comprehensive induction programme to acquaint them with our work environment and corporate culture. We offer a series of training programmes that are available year-round to ensure that employees at all levels and positions possess the necessary skills and knowledge to adapt to the evolving market demands and industry trends. We also facilitate regular project meetings to foster the sharing of experiences and knowledge among employees. For example, we provide specific training to property management employees at Mount Regalia on various building services systems such as the Carpark Entrance Control System and Intercom Communication System, enhancing their customer service skills to handle ad-hoc resident inquiries related to car parking issue and breakdown of intercom system. Also, employees receive routine health and safety training to enhance their understanding of daily operational techniques.

On top of our internal training programmes, we actively support our employees to engage in external training and educational events, such as conferences and seminars, to enrich their skills and gain exposure to diverse market practices. We provide subsidies on a case-by-case basis, covering the tuition, as well as the related application and examination fees.

## **Employee Engagement**

The Century City Group values the well-being of our employees and is dedicated to enhancing their lives beyond the workplace. We achieve this by organising a variety of recreational activities throughout the year, providing opportunities for employees to spend quality time together and fostering team spirit. We show appreciation for our employees by honouring them with the Year-of-Service Awards, recognising their contributions and loyalty to the Group over the years.

We prioritise the cultivation of mutual respect and understanding and deeply value the input and opinions of our employees. The Century City Group is dedicated to strengthening employee-management communication through various channels, with the objective of fostering a speak-up culture where all employees feel included and know that their thoughts and concerns are valued. We encourage all employees to speak up when they encounter difficulties, disagreements, or unfair treatment in the workplace, and we have established well-defined communication channels to ensure their voices are heard. These channels include regular staff meetings and annual questionnaires. Moreover, we have implemented a formal grievance mechanism that allows employees to express concerns about the workplace and employment practices to their immediate supervisors and the management, who will address the inquiries and take appropriate follow-up actions within a reasonable time frame.



## Workplace Health and Safety

Century City Group is dedicated to ensuring a healthy and safe work environment for its employees. During the reporting period, we demonstrated compliance with all relevant laws and regulations<sup>3</sup> on occupational health and safety.

### Properties – Hong Kong

Paliburg has established a Safety Management Committee to supervise the safety performance of its managed properties and development projects. Furthermore, Paliburg has implemented a robust health and safety framework and established rigorous standards to effectively manage and address any health and safety concerns. Construction sites and offices have specific safety measures in place that align with the real-life workplace and operating requirements. The Committee regularly reviews and updates occupational health and safety guidelines and measures to ensure that its practices remain current and efficient.

Paliburg's workplace safety performance is evaluated through both internal and external audits, which help identify and report areas of concern known as "black spots". The Committee and safety officers take responsibility for devising corrective actions, overseeing their implementation, and analysing the results. Concurrently, employees at their respective sites receive relevant information to minimise occupational health and safety concerns. Adherence to relevant laws and regulations, and policies and workplace rules is mandatory for all employees. They are required to wear appropriate PPE while performing their job duties. Regular site inspections are conducted to identify potential occupational hazards. Paliburg also conducts frequent drill exercises to familiarise personnel with rescue and emergency response procedures, ensuring a swift and effective response in case of an emergency.

Paliburg understands that education and training are vital for improving employee awareness of occupational health and safety. Prior to commencing any construction work, it is ensured that all construction workers and site personnel undergo comprehensive induction training covering occupational health and safety. The training encompasses a variety of occupational safety subjects, such as handling deliveries with a truck-mounted crane, working at heights, and the safe use of industrial gear. Moreover, Paliburg conducts emergency drills including security management, fire safety management, crowd management, and facilities management, to strengthen emergency response skills throughout its property portfolio. Training and drill programmes are developed for all of employees and contractors, with the objective of enhancing health and safety knowledge, fostering a stronger understanding of Paliburg's health and safety procedures and cultivating a robust health and safety culture.

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<sup>3</sup> The laws and regulations that might be significant to the Century City Group includes Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong), the Law on the Prevention and Control of Occupational Diseases, Work Safety Law, Regulation on Work-Related Injury Insurance and Measures for the Administration of Occupational Health Examination of the People's Republic of China. During the reporting period, the Group did not violate any laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards.



## Hotels

To facilitate a safe and empowering work environment for Regal's dedicated employees, its holistic set of workplace health and safety measures guide employees to align with best practices and communicate issues to keep hazards and risks at minimal. Health and safety standards on food and beverages management, machinery usage and fire control, and relevant trainings are provided to employees to promote awareness.

Regal believes that every member of its organisation has a responsibility to uphold health and safety standards and encourage staff to report improper procedures and incidents. Regal has been developing an Environmental, Health and Safety Policy and Contractor Safety Management Policy detailing its health and safety standards and management approach. Policies are reviewed periodically to keep up with the latest developments in workplace health and safety-related regulations.

**Workplace Health and Safety:** Ongoing efforts to ensure the health and safety of Regal employees and guests through well-communicated and implemented standards, sufficient support resources, regular communication and incident investigation and correction.

Bi-monthly safety meeting attended by department heads to discuss safety issues and review work injury cases to avoid re-occurrence.

To foster a safety-first culture among employees, a Safety Award is conferred to employees who demonstrate best health and safety practices at work.

**Safety and Security officers:** Identify potential hazards and recommend prevention and improvement measures.

Conduct emergency drills.

**Standard Operating Procedures:** Safety management systems and preventive measures. For instance, job hazards analysis, monitoring and audits.

Safety manual detailing potential occupational safety risks throughout all stages of hospitality operations, from room cleaning, catering to engineering works, is circulated among employees.

Employees who fail to comply with the safety rules and procedures may be subjected to penalty.

Contingency plans are in place for safety, security, and fire hazards.

**Training and Development:** Health and safety training provided by external parties are arranged for employees. Training covers food quality management, fire prevention and first aid techniques to ensure employees can cope with emergencies.

All hotels provide adequate PPE and first aid supplies.

**Communication:** Distribution of health and safety promotion materials, for instance, newsletters, warning signs, emergency, and rescue procedures in the workplaces to enhance Regal employees' awareness and prevent potential dangers and hazards.

Employees are encouraged to raise and report observations of improper health and safety procedures at work to management through regular communication channel.

### **Properties – Mainland China**

Cosmopolitan is devoted to ensuring employees' health and safety by providing a safe working environment. According to the "Tianjin Safety Production Regulations," Tianjin office has developed a holistic management framework outlined in the "Compilation of Human Resources Systems", including "Employee Health and Safety", "Safety Measures for Natural Disasters", and "Fire Safety Measures". Relevant policies and procedures are in place to maintain high standards for employee health and safety. Cosmopolitan has a Safety Construction Management Policy in place along with other relevant guidelines, including safety procedures in case of natural disasters or other incidents of emergency. Cosmopolitan's operations fully comply with the occupational health and safety-related laws and regulations in Mainland China. Cosmopolitan's effort placed on maintaining health and safety of employees has been recognised by the Ministry of Housing and Urban-Rural Development of the People's Republic of China and the Tianjin Municipal People's Government.

During the reporting period, no non-compliance case of occupational health and safety was observed in Cosmopolitan's operations.



To safeguard the health and safety of its employees, Cosmopolitan is committed to minimising health and safety related risks through regularly identifying and monitoring material safety issues or risks in its offices and construction sites. In case of any deficiencies discovered, remedial actions will be carried out to ensure proper execution of safety measures. Cosmopolitan conducted multiple occupational safety trainings for employees in Tianjin office, achieving a 100% coverage rate. Workers are not eligible to work on-site unless being qualified in passing safety trainings. In addition to safety trainings, Cosmopolitan utilises different engagement channels to remind employees of safety precautions by distributing safety leaflets and placing warning signs with preventive measures about operating vehicles and machines, accidents, fire, and other major hazards. Cosmopolitan also actively engages with contractors through meetings, workshops and trainings, requiring them to provide compulsory safety training to ensure all new workers are equipped with safety knowledge before working on-site.

Fire safety is also one of the safety concerns within Cosmopolitan's operations. Cosmopolitan has set up a fire-prevention system which fully complies with relevant legal requirements in Mainland China. The system is reviewed and maintained regularly by qualified professionals. Cosmopolitan has carried out multiple fire and gas leak evacuation drills in Tianjin office to help employees familiarise with safety procedures in case of emergency.

In addition, Cosmopolitan strives to enhance the indoor air quality in offices to improve employees' health. Monitoring of volatile organic compound's concentration level and formaldehyde is carried out regularly. Cosmopolitan has appointed qualified personnel for removal of such substances effectively whenever necessary.

## Caring for Our Customers

Century City prioritises its customers by providing exceptional products and services. The Group is dedicated to upholding high-standard quality management and ensure every effort into safeguarding customers' health and safety. Furthermore, we highly value their feedback and are committed to listen to and address their concerns.

### Product and Service Quality

Century City is committed to developing high-quality properties and delivering customer and tenant services with compassion. To uphold this commitment, we have implemented a comprehensive quality assurance system that ensures strict compliance with all relevant laws and regulations<sup>4</sup>.

To ensure the quality of our buildings, we have adopted a four-phase quality management approach that encompasses the entire construction process, from pre-construction to post-handover. By implementing this comprehensive strategy, we ensure that each property is managed with meticulous attention to safety and adherence to high-quality standards.

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<sup>4</sup> The laws and regulations include the Residential Properties (First-hand Sales) Ordinance (Cap. 621 of the Laws of Hong Kong), Public Health and Municipal Service Ordinance (Cap. 132 of the Laws of Hong Kong), Gas Safety Ordinance (Cap. 51 of the Laws of Hong Kong) and Fire Services Ordinance (Cap. 95 of the Laws of Hong Kong).

## Our Quality Management approach:

Pre-construction phase	Building plans and construction materials are the main focus of our quality control. Building plans are reviewed, construction sites are examined, and project developments are monitored by architectural, geologic hazard and construction professionals. All issues identified in the plans are properly addressed before progressing to the next stage. To ensure the quality and safety of the construction site, construction materials including steel bars, concrete and cement are chosen cautiously through checking the compliance certificates assessment reports of construction materials.
Construction phase	We closely monitor the structural work and ensure alignment against construction drawing for all developing projects to ensure high quality of our products. We closely monitor whether the materials and equipment used meet the technical requirements of the contract and ensure our developing projects align with the construction drawing. Our standard on product quality exceeds the requirements of national standards to create safe and satisfying products for our customers. Weekly site visit is paid to construction units with issue identified, to examine whether rectification is completed to address quality issues.
Post-construction phase	Comprehensive quality inspection is carried out based on a set of evaluation criteria formulated by the building plan designers and senior engineers, to guide the rectification work before the official hand-over and acceptance.
Post-handover phase	After property handover, relevant parties are notified to carry out following up actions and rectification according to the quality problems raised by the property owners.

To ensure the quality of construction, we require individual certificate and assessment reports for each material proposed for the project, thereby minimising the potential risks associated with sub-standard materials. Throughout the construction phase, we assign dedicated personnel to supervise various aspects of the project, including structural work, reinforced concrete construction, sample layout construction, and information management. Post-construction we conduct a comprehensive quality inspection in strict adherence to established quality and safety standards.





Alongside our focus on constructing quality buildings, we place great importance on delivering high-quality services in our managed properties, with the goal of enhancing the living conditions for residents and optimise the operational efficiency for tenants' businesses. To achieve this, we gather feedback from our residents and tenants through various channels, which we carefully consider when planning and implementing improvement initiatives. For example, in response to residents' feedback, our property management company installed speed bumps in Mount Regalia to enhance road safety. Moreover, we regularly conduct customer satisfaction surveys to obtain objective data on our performance across a range of categories, including staff attitude, safety, cleanliness and clubhouse services, etc. We have implemented suggestion boxes and hotlines in our managed properties. Regarding our property management business, we received three enquiries related to the provision of shuttle bus service at Mount Regalia during the reporting period, which have all been addressed through designated employees with promptness and efficiency.

The well-being and safety of our customers, residents and tenants are of utmost importance to the Century City Group, which includes Paliburg, Regal and Cosmopolitan. To ensure their protection, we have developed a set of Working Guidelines for our frontline personnel, outlining their roles and responsibilities in identifying and addressing health and safety concerns within our owned or managed properties and hotels. The Guidelines also provide clear procedures for handling, investigating, reporting, and following up on any identified issues. Our security team, during their regular patrols, receives specific instructions on how to identify, document, and report any anomalies, malfunctions, or facility damage. This guarantees that infrastructure such as water tanks, pipelines, meter rooms, and alarm systems undergo regularly cleaning, repairs and maintenance.

## Intellectual Property Rights

The Century City Group has set policies and procedures for all business units to follow to protect and handle proprietary information and intellectual property rights. For example, we only use licensed software and technology to ensure that our business operations meet the requirements of the law.

We have appropriately registered the necessary trademarks and service in accordance with the applicable laws and regulations in different jurisdictions where we operate and have implemented monitoring measures to protect them from infringement.

## Customer Privacy

The Century City Group is dedicated to ensuring data privacy for customers. To uphold this commitment, the Group complies with all relevant laws and regulations<sup>5</sup> regarding data privacy.

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<sup>5</sup> The personal data privacy laws and regulations that might be significant to the Century City Group include the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong), Cybersecurity Law of the People's Republic of China and General Data Protection Regulation.

### **Properties – Hong Kong**

Paliburg highly values the privacy rights of its customers and takes extensive measures to protect them. Paliburg has established a strong commitment to preserving customer privacy when handling personal information collected from its customers and tenants. Paliburg provides clear guidance on the proper handling of customer data at every stage of the data life cycle.

Both Paliburg and its contracted third parties fully understand the significance of protecting the privacy of the personal data collected for operational purposes and handle this with utmost care. Access to relevant information and data is restricted to authorised personnel with specific responsibilities. To further safeguard the interests of its customers, Paliburg includes a Personal Information Collection Statement in the preliminary sales and purchase agreement for its residential units. Once the information is no longer needed for operational purposes, the disposal of all relevant documents containing private and confidential information is ensured. The documents are shredded and destroyed using a paper shredder. To safeguard trade secrets and sensitive customer information, all employees are required to sign a confidentiality agreement outlining their legal responsibilities. Paliburg does not provide or request the information of the owners and visitors to other organisations, or transfer their information to another organisation or mechanism without the consent of the owners and visitors.

### **Hotels**

In observing and protecting intellectual property rights, Regal has established policies and procedures for all business units to follow. For example, Regal only uses licensed software and technology to ensure that its business operations meet the requirements of the law.

Furthermore, “Regal” brands and logos are core elements of its business, and Regal takes the protection of their intellectual property very seriously. Regal has appropriately registered the relevant trademarks and service marks according to the applicable laws and regulations in different jurisdictions where it operates and has monitoring measures in place to protect them from infringement.

### **Properties – Mainland China**

Cosmopolitan fully respects the privacy of customers’ personal data. The collection and handling of customers’ information fully comply with applicable laws and regulations concerning personal data privacy in Mainland China. Cosmopolitan secures confidential information of customers through implementing various security measures such as setting passwords for all electronic files. Employees are required to sign a confidentiality agreement to accept the accountability of legal responsibility in unauthorised use or disclosure of internal and personal information, such as trade and customer information. Cosmopolitan also requires employees to comply with all internal guidelines regarding the collection, processing, transfer, retention and deletion of customer personal data.



## Advertisement

Cosmopolitan is dedicated to deliver transparent and precise product and service information for customers. Cosmopolitan strictly adheres to “Advertising Law of the People’s Republic of China” and all relevant laws and regulations. Promotional materials are delivered in legal language to safeguard customers’ legitimate rights and interests. Relevant information is managed in the sales back-end system by dedicated team and customer information ledger is established to protect customer data security.

Any dishonest and misleading selling techniques are strictly prohibited. To allow customers to make informed and carefree purchasing decision, Cosmopolitan has provided trainings on professional sale practices to its employees, to ensure that they offer sale and/or leasing services to customers professionally. All publicity materials of Cosmopolitan are prepared and reviewed carefully to prevent publishing misleading information.

In Chengdu Project, standardised sales promotion materials are provided for salespersons to avoid delivering deviated sales information. In case of any misconducts such as utilising inappropriate selling tactics, the relevant salesperson will be subject to penalty according to the disciplinary procedures. Remedial actions will be undertaken once any inaccuracy in the sale process is observed. To raise employees’ awareness in delivering appropriate selling services, debriefings will be given to salespersons after the close of business each day to ensure that the expectations of the employees and Cosmopolitan aligns.

## Supply Chain Management

### Properties – Hong Kong

To facilitate Paliburg’s everyday operations, it procures goods and services from various reputable vendors and contractors, primarily for construction materials and services and office supplies. Paliburg’s objective is to develop long-term and sustainable partnerships and collaborate closely with them in accordance with the established supply chain management approach.

Paliburg has established a set of standardised protocols that define the roles and responsibilities of the individuals involved in sourcing and tendering activities, as well as the criteria specified for engaging suppliers and contractors within Paliburg. During the tendering process, tenderers must provide relevant working records for background checks and inspection. Only qualified candidates are considered for selection. To identify and monitor environmental and social risks, Paliburg carefully assesses and supervises the involved suppliers or contractors in various areas, including product and service quality, adherence to occupational health and safety regulations, and compliance with applicable environmental and social regulations. Besides meeting basic compliance requirements, Paliburg prioritises suppliers who share its commitment to sustainability and demonstrate environmental and social responsibility. As there were no on-site construction activities during the reporting period, no specific policies or measures were launched to address the environmental and social risks associated with the supply chain.

Designated employees from the property management office and project department are responsible for monitoring and assessing the overall performance of suppliers using various checklists. Furthermore, Paliburg conducts routine on-site inspections to directly evaluate the conditions and standards of operations, including labour practices and environmental aspects. The results of the evaluation play a significant role in determining the continuation and potential for future partnerships. During the reporting period, no non-compliance case relating to labour standards were identified.

## Hotels

As one of the largest hotel operators in Hong Kong, Regal's diverse offerings and exceptional service rely on its extensive network of vendors. Regal values each of these local and international partnership, which ensures quality, safe and stable supply of guestroom supplies, hotel amenities, food and beverages, cleaning, and laundry services. As such, Regal see the role it could play in facilitating the transformation of more sustainable supply chains. To this end, Regal has a set of policies and procedures in place to ensure hygiene and safety conditions are met, and its vendors and suppliers operate in alignment with labour, environmental and business ethics regulations.

Regal's Supplier Code of Conduct ensures its needs to purchase goods and services on competitive terms are not met at the expense of labour standards, health and safety or the environment. It includes a holistic list of requirements on suppliers' operations and approaches to operations and delivery, addressing concerns on anti-discrimination, anti-corruption, anti-child and forced labour, and other sustainability issues that might negatively affect its stakeholders, the community, and the environment.

A Sustainable Procurement Policy to be published in 2024, summarises Regal's internal Green Purchasing Policy for its Group Purchasing Manager and Group Hygiene Manager to assess potential suppliers. Regal encourages the monitoring of supplier performance, where gaps are identified, suppliers should develop and adopt corrective actions. Regal also encourages preference to be given to suppliers that adopt internationally recognised management system related to sustainability, for instance ISO 9001 and Hazard Analysis and Critical Points systems. Adaptation of responsible sourcing is highly encouraged.

Regal's Purchasing Department evaluates suppliers' product quality, timeliness in product delivery, and certifications obtained via a Supplier Annual Evaluation Form. Increasing vendor and supplier visibility is the first step to enhancing supply chain traceability in this globalised world. Regal ensures products and services offered to its customers are compliant with relevant regulations, while maintaining ethical labour and environmental practices.



As a Green Council member since 2012, product safety and quality are not the only consideration for Regal’s supplier selection. Regal strives to minimise negative environmental and social impacts that may otherwise arise from its procurement process. Regal’s suppliers are selected through a meticulous process. As an example, Regal encourages its suppliers to source printing and copying paper certified by the Forest Stewardship Council, and Regal sources cleaning chemicals that are ISO 14001 certified. Regal also supports local sourcing in its procurement process. It purchases vegetables and fruits from local farmers whenever possible.

Supply chain sustainability is a complex and dynamic issue that requires joint efforts to progress forward. Regal will continue to work with upstream stakeholders to transit to a more regenerative and circular economy.

### **Properties – Mainland China**

Cosmopolitan strives to maintain sustainable supply chain management and promote high ethical standards of suppliers and contractors. Cosmopolitan’s “Supplier Management Policy” serves as a policy framework to manage potential risks throughout the supply chain. Cosmopolitan prioritises suppliers who demonstrate their commitment to responsible ethical conduct and competitive business environment in the selection process.

During the reporting period, Cosmopolitan’s supply chain management strategies and measures continue to uphold fundamental ESG responsibility principles to identify and monitor environmental and social risks across Cosmopolitan. All procurement and tendering procedures are carried out in full compliance with environmental and social policies. Supplier performance and commitment to ESG are crucial elements of the selection and rating processes, thus ensuring sustainability of its operations. For instance, Cosmopolitan prioritises local enterprises in the tendering process to mitigate carbon footprints through local sourcing while fostering job creation, supporting the local community and driving economic growth.

Cosmopolitan dedicates efforts to ensure procurement and tendering procedures are carried out in an open and fair manner. Cosmopolitan adopts a holistic approach to decentralise the tendering management and decision-making tasks. Multiple levels and groups are responsible for different assigned tasks involved in managing the supply chain, with attentive coordination among different functions. The cost control functions at different operating levels act as the key communicators of the management system. Close cooperation among all departments is required to monitor financial policies and maintain a well-organised and transparent tendering process.



## Business Ethics

The Century City Group is dedicated to ensure a high standard of business ethics. To uphold this commitment, the Group strictly complies to relevant laws and regulations<sup>6</sup> relating to bribery, extortion, fraud and money laundering.

### Properties – Hong Kong

Paliburg maintains a zero tolerance towards any violation of its anti-corruption policy, including but not limited to bribery, anti-competition, money laundering, fraud, and corruption. Paliburg expects its employees to carry out their duties with the utmost adherence to Paliburg's standards and, if necessary, to report any suspicious activity to management.

For example, Paliburg has implemented documented procedures concerning ethical standards, conflicts of interest, gifts, and gratuities. Employees must act with honesty, morality, and propriety, ensuring compliance with all relevant laws and regulations. Any employee to be found in violation of the policies on gifts and gratuities will be subject to disciplinary action.

### Hotels

Regal considers regulatory compliance and operations optimisation as the backbone of value creation for stakeholders. It upholds a robust level of business ethics and integrity to provide reliable protection to its guests and partners. Customer experience is deemed top of Regal's concerns, and It strives for a strong performance through complying with regulations and continuously improving on areas such as data security and privacy, risk management, and guests' health and safety. Regal believes the principles and initiatives under the strategic pillar serve as a strong foundation for long-standing prosperity with its stakeholders.

Regal upholds high standards of business integrity and fair competition, prohibiting any form of fraud, bribery and corruption in its business. To that end, Regal has published its Anti-Corruption Policy to maintain integrity, openness, probity and accountability. A Code of Conduct will be officially published in 2024. Regal strictly prohibits all forms of bribery and corruption among its employees and business partners. Breaching such policies may result in termination of employment.

Regal's Anti-Corruption Policy emphasises the importance of ethical conduct in the procurement of goods and services. All employees shall comply with the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) under the Code of Conduct. The Employee Handbook outlines anti-corruption measures and guidelines to enhance its employees' awareness on the prohibition of improper payments, kickbacks and other forms of bribery such as political and charitable contributions and sponsorships. As stated in its Handbook, any employees, who are involved in corruption, bribery or failing to disclose external business affiliations, will be subject to disciplinary action or immediate dismissal. Same standards apply to third-party representatives and its business partners to avoid any conflict of interest.

<sup>6</sup> The relevant laws and regulations include the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong), together with Criminal Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China, Interim Provisions on Prohibition of Commercial Bribery established by the State Administration for Industry and Commerce of the People's Republic of China, Integrity Cooperation Agreement and other related laws and regulations.



Regal welcomes appropriate business premiums to create a solid commercial relationship. To ensure these premiums do not influence its business decisions, Regal's policies clearly define that Regal repudiate accepting bribes or any type of pressure or threats in return for economic advantages. All transactions and business courtesies are recorded in Regal's control system. Employees must disclose potential conflict of interests to their line managers or Department Head or Human Resources Department Head for direction as soon as possible.

The Whistleblowing Policy demonstrates Regal's dedication to transparency and accountability across its business. It covers concerns from criminal offenses, breach of legal or regulatory requirements, malpractice, financial fraud, to discrimination and unethical behaviour. Whistleblowers can report in person or in writing by email or post to the Chief Operating Officer, their rights are safeguarded against retaliation and their cases are treated with high confidentiality. The policy undergoes periodic review by the Audit Committee to promote an ethical and responsible culture in Regal.

Employees must adhere to the ethical laws and regulations of Regal's operating jurisdictions, including anti-bribery laws. Regal regularly organises training programmes to ensure employees understand and comply with policies on business ethics and anti-corruption. During the reporting period, anti-corruption briefings were organised for new employees. They are also provided with a copy of the Anti-Corruption Policy and Whistleblowing Policy on their commencement date.

## **Properties – Mainland China**

Adhering to a high standard of business ethics is fundamental to Cosmopolitan's operations. Cosmopolitan prioritises anti-corruption and anti-bribery behaviours as its core operating principles. Cosmopolitan's policies are established under relevant laws and regulations to prevent compliance risks in the bidding process.

During the reporting period, no cases of corruption or bribery lawsuits were recorded in Tianjin and Chengdu.

As illustrated in the Code of Conduct of Workplace in the Employee Handbook, employees should adhere to the legal and proper work ethics when dealing with affiliated units. Cosmopolitan strictly forbids any forms of violation to the Code of Conduct and inappropriate behaviours, such as bribery and other unethical means to obtain benefits.

To raise employees' awareness on work ethics, Cosmopolitan provided trainings on fair competition and anti-corruption to all employees in relation to Anti-Unfair Competition Law of the People's Republic of China. In addition, all newly appointed leaders of Tianjin Office are required to undergo a pre-employment conversation with human resources administration managers to familiarise with the office's requirement on business ethics. Cosmopolitan has also established multiple communication guidelines and channels for employees to help identify and address cases of violation of legal requirements.

## Appendix I – Performance Tables

### Environmental Responsibility Performance<sup>7</sup>

	Units	Performance in 2022	Performance in 2023
<b>Air Emissions<sup>8</sup></b>			
<b>Nitrogen Oxides (NOx)</b>	kg	320.26	420.76
Hotels	kg	317.32	419.03
Properties – Mainland China	kg	2.94	1.73
<b>Sulphur Oxides (SOx)</b>	kg	7.23	5.77
Hotels	kg	7.19	5.73
Properties – Mainland China	kg	0.04	0.04
<b>Particulate Matters (PM)</b>	kg	0.66	1.13
Hotels	kg	0.44	1.00
Properties – Mainland China	kg	0.22	0.13

<sup>7</sup> The performance data includes the property development and management in Hong Kong and Mainland China, and the hospitality operations in Hong Kong in 2022 and 2023. Also, during the reporting period, there was no construction work for Property development – Hong Kong. Therefore, there was a decrease in the environmental impacts (including environmental emissions and resource consumption) of Property development – Hong Kong in 2023.

<sup>8</sup> The air emission data of the property development and management operations in Hong Kong is deemed negligible, thus it has been excluded.



	Units	Performance in 2022	Performance in 2023
<b>GHG emissions</b>			
<b>Total GHG emissions</b>	tonnes of CO <sub>2</sub> equivalent (tonnes CO <sub>2</sub> e)	41,367	46,391
Property management – Hong Kong	tonnes CO <sub>2</sub> e	4,835	5,341
Property development – Hong Kong	tonnes CO <sub>2</sub> e	70	1
Hotels	tonnes CO <sub>2</sub> e	36,432	40,732
Properties – Mainland China	tonnes CO <sub>2</sub> e	30	317
<b>Direct GHG emissions (Scope 1)<sup>9</sup></b>	tonnes CO <sub>2</sub> e	5,155	6,084
Property management – Hong Kong	tonnes CO <sub>2</sub> e	3	2
Property development – Hong Kong	tonnes CO <sub>2</sub> e	0	0.05
Hotels	tonnes CO <sub>2</sub> e	5,144	6,074
Properties – Mainland China	tonnes CO <sub>2</sub> e	8	8
<b>Indirect GHG emission (Scope 2)<sup>10</sup></b>	tonnes CO <sub>2</sub> e	36,211	40,306
Property management – Hong Kong	tonnes CO <sub>2</sub> e	4,831	5,339
Property development – Hong Kong	tonnes CO <sub>2</sub> e	70	1
Hotels	tonnes CO <sub>2</sub> e	31,288	34,657
Properties – Mainland China	tonnes CO <sub>2</sub> e	22	309 <sup>11</sup>
<b>GHG emission intensity<sup>12</sup></b>			
Property management – Hong Kong	kg CO <sub>2</sub> e/m <sup>2</sup>	26.60	28.47
Property development – Hong Kong	kg CO <sub>2</sub> e/m <sup>2</sup>	12.07	0.10
Hotels	kg CO <sub>2</sub> e/equivalent guest night <sup>13</sup>	16.31	20.03
Properties – Mainland China	kg CO <sub>2</sub> e/m <sup>2</sup>	0.09	0.92

<sup>9</sup> Direct GHG emissions (Scope 1) are generated from fuel consumption, including diesel, petrol, LPG and Towngas consumption.

<sup>10</sup> Indirect GHG emissions (Scope 2) are generated from electricity and Towngas consumption.

<sup>11</sup> The scope of electricity data for the Tianjin Project in 2022 included office electricity, and the scope has been expanded in 2023 to include office electricity, sales office and parking lot operation electricity, etc. Therefore, there was an increase in electricity-related data including GHG emissions and energy consumption of Properties – Mainland China.

<sup>12</sup> The intensity figures are divided by total gross floor area of associated Paliburg or Cosmopolitan business units.

<sup>13</sup> Equivalent guest nights include the total number of guests staying overnight in Regal's hotels and one-third of the total number of guest patrons in Regal's restaurants and banquet/function rooms.

	Units	Performance in 2022	Performance in 2023
<b>Energy consumption</b>			
<b>Total energy consumption</b>	MWh	104,699	117,117
Property management – Hong Kong	MWh	10,461	11,348
Property development – Hong Kong	MWh	190	1
Hotels	MWh	93,978	105,195
Properties – Mainland China	MWh	70	572
<b>Electricity</b>			
	MWh	78,939	86,113
Property management – Hong Kong	MWh	10,454	11,345
Property development – Hong Kong	MWh	190	1
Hotels	MWh	68,256	74,224
Properties – Mainland China	MWh	39	543
<b>Fuel</b>			
	MWh	4,135	2,708
Property management – Hong Kong	MWh	7	3
Property development – Hong Kong	MWh	0	0
Hotels	MWh	4,097	2,676
Properties – Mainland China	MWh	31	29
<b>Towngas consumption in Hotels</b>			
	MWh	21,625	28,295
<b>Energy intensity<sup>12</sup></b>			
Property management – Hong Kong	MWh/m <sup>2</sup>	0.06	0.06
Property development – Hong Kong	MWh/m <sup>2</sup>	0.03	0.0001
Hotels	MWh/equivalent guest night <sup>13</sup>	0.04	0.05
Properties – Mainland China	MWh/m <sup>2</sup>	0.0002	0.002





	Units	Performance in 2022	Performance in 2023
<b>Water consumption</b>			
<b>Total water consumption</b>	m <sup>3</sup>	870,837	838,896
<b>Water consumption by entity</b>			
Property management – Hong Kong	m <sup>3</sup>	53,345	54,333 <sup>14</sup>
Property development – Hong Kong	m <sup>3</sup>	383	0
Hotels	m <sup>3</sup>	816,563	783,911
Properties – Mainland China	m <sup>3</sup>	545	652
<b>Water intensity<sup>12</sup></b>			
Property management – Hong Kong	m <sup>3</sup> /m <sup>2</sup>	0.29	0.29
Property development – Hong Kong	m <sup>3</sup> /m <sup>2</sup>	0.07	0.00
Hotels	m <sup>3</sup> /equivalent guest night <sup>13</sup>	0.37	0.39
Properties – Mainland China	m <sup>3</sup> /m <sup>2</sup>	0.002	0.002

<sup>14</sup> While some of the monthly water consumption is outstanding, water consumption is estimated based on available data. It is calculated as “(amount of water consumed during the available months / count of months for which we have data on water consumption \* 12 months)”

	Units	Performance in 2022	Performance in 2023
<b>Waste disposal and recycled</b>			
<b>General waste disposed</b>	tonnes	7,189	12,093
Property management – Hong Kong	tonnes	4,842	6,026
Property development – Hong Kong	tonnes	115	1
Hotels	tonnes	2,207	6,066 <sup>15</sup>
Property – Mainland China	tonnes	25	0.03
<b>Waste recycled<sup>16</sup></b>			
Wood	kg	0	110
Metal and iron	kg	3,500	1,217
Old concrete	kg	0	800
Other construction material	kg	0	50,000 <sup>17</sup>
Used cooking oil	litre	5,192	7,856
Aluminum cans	kg	3,295	3,806
Plastic bottles	kg	5,314	6,729
Paper/cardboard	kg	171,488	123,234
Food waste and donations	kg	83,949	93,223
Glass	kg	11,637	3,818
Soap	kg	101	349 <sup>18</sup>
Others	kg	43	367
<b>Non-hazardous waste intensity<sup>12</sup></b>			
Property management – Hong Kong	kg/m <sup>2</sup>	26.64	32.13
Property development – Hong Kong	kg/m <sup>2</sup>	19.74	0.09
Hotels	kg/equivalent guest night <sup>13</sup>	0.99	2.98
Properties – Mainland China	kg/m <sup>2</sup>	0.07	0.0001

<sup>15</sup> Variance on the waste disposed and recycled due to some hotels of Regal were operating as Designated Quarantine Hotel and Community Isolation Facility in 2022.

<sup>16</sup> The waste recycled figures are the total of Property Management - Hong Kong, Property Development - Hong Kong and Hotels and Properties - Mainland China.

<sup>17</sup> There was an increase of construction projects among Mainland China properties in 2023.

<sup>18</sup> The difference in soap provision between quarantine guests in 2022 and regular guests in 2023 at Regal's hotels resulted in a noticeable variance in soap quantity.



	Units	Performance in 2022	Performance in 2023
<b>Waste disposal and recycled</b>			
<b>Hazardous waste disposed</b>			
Retired lighting fitting	pieces	3,030	2,044
Electronic Appliances	pieces	33	10
Filler	kg	0	0.4
Paint and solvent containers	pieces	0	13
Filler containers	pieces	0	21
Cleaning Chemical	kg	200	0

## Economic Responsibility Performance

### Employment Practice

	Units	Performance in 2022	Performance in 2023
<b>Total workforce by employment contract</b>			
Permanent	number of people	1,549	1,655
Contract	number of people	99	160
Trainee	number of people	1	3
<b>Total workforce</b>	<b>number of people</b>	<b>1,649</b>	<b>1,818</b>
<b>Total workforce by gender</b>			
Male	number of people	832	884
Female	number of people	817	934
<b>Total workforce by age group</b>			
Under 25	number of people	50	80
25 – less than 40	number of people	418	425
40 – less than 55	number of people	769	845
55 or above	number of people	412	468
<b>Total workforce by employment category</b>			
Senior management	number of people	48	34
Middle management	number of people	184	207
General staff	number of people	1,417	1,577



	Units	Performance in 2022	Performance in 2023
<b>Total workforce by geographical locations</b>			
Hong Kong	number of people	1,441	1,732
Mainland China	number of people	0	86
<b>Overall turnover</b>			
Overall turnover rate	%	43	40
<b>Employee turnover rate by gender</b>			
Male	%	43	44
Female	%	44	35
<b>Employee turnover rate by age group</b>			
Under 25	%	92	83
25 – less than 40	%	55	53
40 – less than 55	%	37	35
55 or above	%	39	28
<b>Employee turnover rate by geographical location</b>			
Hong Kong	%	–	41
Mainland China	%	–	10

## Occupational Health and Safety

	Units	Performance in 2022	Performance in 2023
Total number of work-related fatalities	number of people	0	0
Total number of lost day <sup>19</sup> due to work injuries	number of days	1,936	1,289

<sup>19</sup> Lost days refer to sick leave due to all types of work-related injuries.



## Development and Training

	Units	Performance in 2022	Performance in 2023
<b>Percentage of employees trained by gender<sup>20</sup></b>			
Male	%	54	57
Female	%	46	43
<b>Percentage of employees trained by employment category<sup>20</sup></b>			
Senior management	%	2	2
Middle management	%	17	20
General staff	%	81	78
<b>Average training hours by gender<sup>21</sup></b>			
Male	number of hours	1	2
Female	number of hours	1	1
<b>Average training hours by employee category<sup>21</sup></b>			
Senior management	number of hours	0.3	5
Middle management	number of hours	1	4
General staff	number of hours	1	1

## Supply Chain Management

	Units	Performance in 2022	Performance in 2023
<b>Number of suppliers by geographical region</b>			
Hong Kong	number of suppliers	2,282	3,082
Mainland China	number of suppliers	222	201
Overseas	number of suppliers	70	89

<sup>20</sup> The percentage of trained employee data in 2022 has been restated due to the updating of the calculation methodology. It is calculated based on "Total number of trained employee of the category/total number of trained employee".

<sup>21</sup> It is calculated based on "Total number of training hours of the category/total number of employee of the category".

# Appendix II – The Stock Exchange of Hong Kong Limited’s ESG Reporting Guide Content Index

Indicators	Section/ Statement	
<i>A. Environmental</i>		
<b>Aspect A1: Emissions</b>	<p><b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p>	Environmental Management; Energy Efficiency and Emissions; Water Management; Waste Management
	<p><b>KPI A1.1</b> The types of emissions and respective emissions data.</p>	Environmental Responsibility Performance
	<p><b>KPI A1.2</b> Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance
	<p><b>KPI A1.3</b> Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance  During the reporting period, the Group does not have complete record on the weight of hazardous waste. Therefore, there are no relevant disclosure on total hazardous waste (in tonnes) and intensity, while the Group will keep improving the data collection system in the future.
	<p><b>KPI A1.4</b> Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	Environmental Responsibility Performance

Indicators	Section/ Statement	
<b>A. Environmental</b>		
<b>Aspect A1: Emissions</b>	<p><b>KPI A1.5</b> Description of emission target(s) set and steps taken to achieve them.</p>	<p>Environmental Management; Environmental Targets; Energy Efficiency and Emissions; Water Management; Waste Management</p>
	<p><b>KPI A1.6</b> Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.</p>	<p>Waste Management; Environmental Targets</p>
<b>Aspect A2: Use of Resources</b>	<p><b>General Disclosure</b> Policies on the efficient use of resources, including energy, water and other raw materials.</p>	<p>Environmental Management; Energy Efficiency and Emissions; Water Management</p>
	<p><b>KPI A2.1</b> Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).</p>	<p>Environmental Responsibility Performance</p>
	<p><b>KPI A2.2</b> Water consumption in total and intensity (e.g. per unit of production volume, per facility).</p>	<p>Environmental Responsibility Performance</p>
	<p><b>KPI A2.3</b> Description of energy use efficiency target(s) set and steps taken to achieve them.</p>	<p>Environmental Management; Environmental Targets; Energy Efficiency and Emissions</p>
	<p><b>KPI A2.4</b> Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.</p>	<p>Water Management; Environmental Targets</p> <p>In 2023, there is no issue in sourcing water.</p>
<p><b>KPI A2.5</b> Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p>	<p>Not applicable to the core business of Century City.</p>	



Indicators		Section/ Statement
<b>A. Environmental</b>		
<b>Aspect A3: The Environment and Natural Resources</b>	<b>General Disclosure</b> Policies on minimising the issuer’s significant impact on the environment and natural resources.	Environmental Management
	<b>KPI A3.1</b> Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Management
<b>Aspect A4: Climate Change</b>	<b>General Disclosure</b> Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Our Response to Climate Change
	<b>KPI A4.1</b> Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Our Response to Climate Change
<b>B. Social</b>		
<b>Employment and Labour Practices</b>		
<b>Aspect B1: Employment</b>	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Caring for Our Employees
	<b>KPI B1.1</b> Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Economic Responsibility Performance
	<b>KPI B1.2</b> Employee turnover rate by gender, age group and geographical region.	Economic Responsibility Performance

Indicators	Section/ Statement
<i>B. Social</i>	
<b>Employment and Labour Practices</b>	
<p><b>Aspect B2: Health and Safety</b></p>	<p><b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.</p>
	<p><b>KPI B2.1</b> Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.</p>
	<p><b>KPI B2.2</b> Lost days due to work injury.</p>
	<p><b>KPI B2.3</b> Description of occupational health and safety measures adopted and how they are implemented and monitored.</p>







Indicators		Section/ Statement
<i>B. Social</i>		
<b>Employment and Labour Practices</b>		
<b>Aspect B3: Development and Training</b>	<b>General Disclosure</b> Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Learning and Career Development
	<b>KPI B3.1</b> The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Economic Responsibility Performance
	<b>KPI B3.2</b> The average training hours completed per employee by gender and employee category.	Economic Responsibility Performance
<b>Aspect B4: Labour Standards</b>	<b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Caring for Our Employees
	<b>KPI B4.1</b> Description of measures to review employment practices to avoid child and forced labour.	Caring for Our Employees
	<b>KPI B4.2</b> Description of steps taken to eliminate such practices when discovered.	Caring for Our Employees

Indicators	Section/ Statement	
<i>B. Social</i>		
<b>Operating Practices</b>		
<b>Aspect B5: Supply Chain Management</b>	<p><b>General Disclosure</b> Policies on managing environmental and social risks of the supply chain.</p>	Supply Chain Management
	<p><b>KPI B5.1</b> Number of suppliers by geographical region.</p>	Economic Responsibility Performance
	<p><b>KPI B5.2</b> Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.</p>	Supply Chain Management
	<p><b>KPI B5.3</b> Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.</p>	Supply Chain Management
	<p><b>KPI B5.4</b> Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.</p>	Supply Chain Management



Indicators		Section/ Statement
<b>B. Social</b>		
<b>Operating Practices</b>		
<p style="text-align: center;"><b>Aspect B6: Product Responsibility</b></p>	<p><b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p>	<p>Caring for Our Customers</p> <p>During the reporting period, no non-compliance case relevant to the laws and regulations that have a significant impact to our operations relating to health and safety, advertising, labelling and privacy matters was observed in our operations.</p>
	<p><b>KPI B6.1</b> Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p>	<p>Not applicable to the core business of Century City.</p>
	<p><b>KPI B6.2</b> Number of products and service related complaints received and how they are dealt with.</p>	<p>Product and Service Quality</p>
	<p><b>KPI B6.3</b> Description of practices relating to observing and protecting intellectual property rights.</p>	<p>Caring for Our Customers</p>
	<p><b>KPI B6.4</b> Description of quality assurance process and recall procedures.</p>	<p>Product and Service Quality</p>
	<p><b>KPI B6.5</b> Description of consumer data protection and privacy policies, and how they are implemented and monitored.</p>	<p>Caring for Our Customers</p>

Indicators	Section/ Statement	
<i>B. Social</i>		
<b>Operating Practices</b>		
<b>Aspect B7: Anti-corruption</b>	<p><b>General Disclosure</b> Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.</p>	Business Ethics
	<p><b>KPI B7.1</b> Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.</p>	No legal cases regarding corrupt practices were brought against to the Group during the reporting period.
	<p><b>KPI B7.2</b> Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.</p>	Business Ethics
	<p><b>KPI B7.3</b> Description of anti-corruption training provided to directors and staff.</p>	Business Ethics



Indicators		Section/ Statement
<i>B. Social</i>		
<b>Community</b>		
<b>Aspect B8: Community Investment</b>	<b>General Disclosure</b> Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Fostering Community Engagement
	<b>KPI B8.1</b> Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Fostering Community Engagement
	<b>KPI B8.2</b> Resources contributed (e.g. money or time) to the focus area.	Fostering Community Engagement





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